



# Ethiopia

The World Bank  
Country Survey FY 2012

Report of Findings  
January 2012

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Ethiopia perceive the Bank;
- Obtain systematic feedback from stakeholders in Ethiopia regarding:
  - Their views regarding the general environment in Ethiopia;
  - Their perceived overall value of the World Bank in Ethiopia;
  - Overall impressions of the World Bank as related to programs, poverty reduction, personal relationships, effectiveness, knowledge base, collaboration, and its day-to-day operation; and
  - Perceptions of the World Bank's communication and outreach in Ethiopia.
- Use data to help inform the Ethiopia country team's strategy.

## II. Methodology

In December 2011, 620 stakeholders of the World Bank in Ethiopia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey.

Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank supported projects/programs; project management units (PMUs); local government officials or staff; bilateral or multilateral agencies; private sector organizations; NGOs (including CBOs); the media; independent government institutions; trade unions; academia, research institutes or think tanks; and the judiciary. A total of 326 stakeholders participated in the country survey (53%).

Respondents received the questionnaire either in person or in the mail and returned the completed questionnaire similarly. Respondents were asked to indicate: their overall attitudes toward the Bank; the importance of specific areas of the Bank's work and the Bank's effectiveness in those areas; and their level of agreement with a series of statements about the way the World Bank does business. Respondents were also asked about general issues facing Ethiopia, the Bank's future role in Ethiopia, and the Bank's communication and outreach efforts in Ethiopia.

## II. Methodology (continued)

The questionnaire was broken into eight sections:

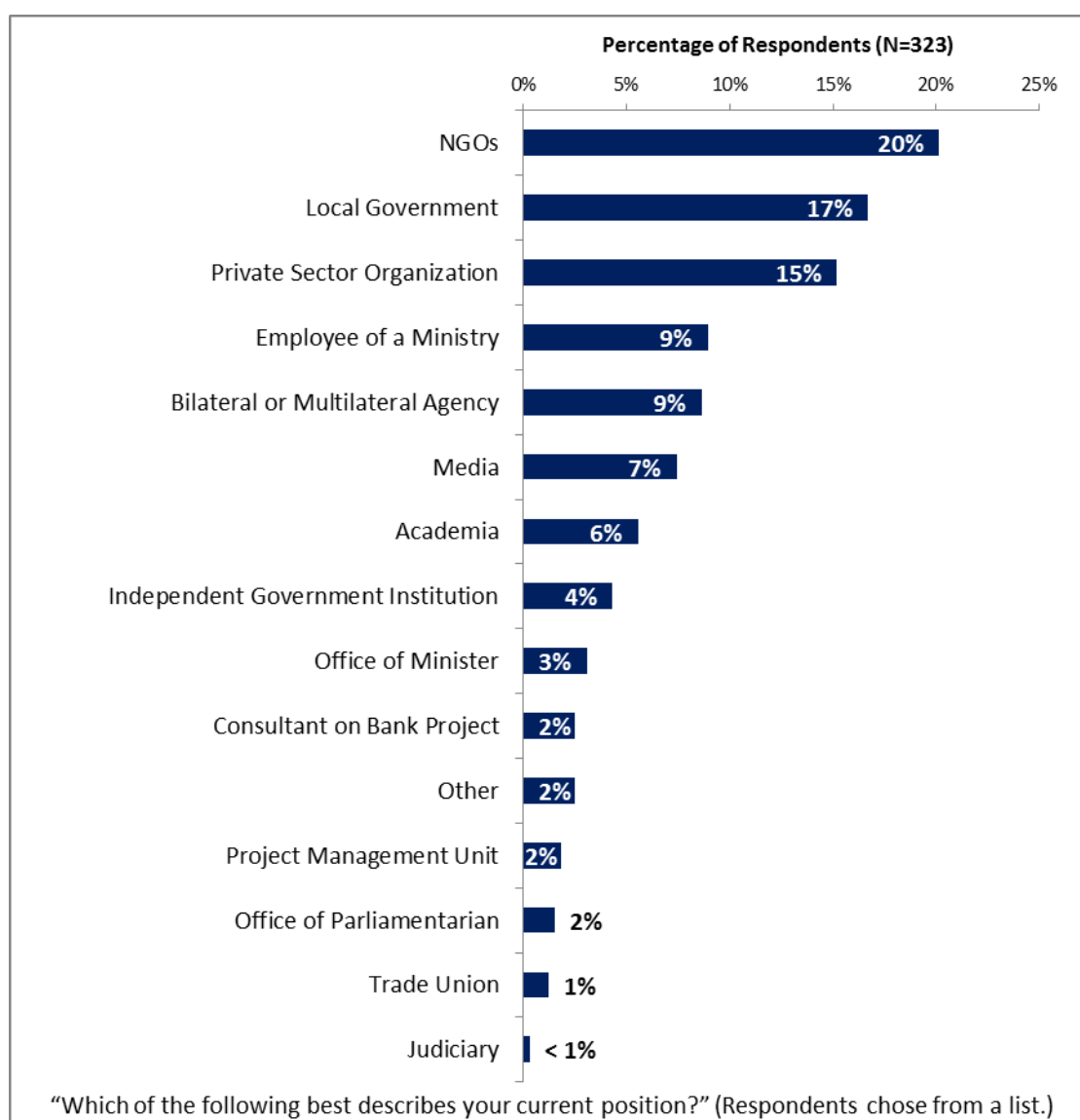
1. Background Information: The first section asked respondents for their current position; specialization; familiarity, exposure to, and involvement with the Bank; geographic location; and age.
2. General Issues facing Ethiopia: Respondents were asked to indicate what they thought were the most important development priorities, which areas would contribute most to poverty reduction and economic growth in Ethiopia, whether Ethiopia is headed in the right direction, and whether the economy and standard living has improved in the past five years, as well as rating the extent to which Ethiopia was headed in the right direction in terms of specific development areas.
3. Overall Attitudes toward the World Bank: Respondents were asked to rate the extent to which the Bank meets Ethiopia's need for knowledge services, the extent to which the Bank encourages the government to see through reforms, and their agreement with various statements regarding the Bank's programs, poverty mission, relationships, and collaborations in Ethiopia. Respondents were also asked to indicate the areas on which it would be most productive for the Bank to focus its resources and research, what the Bank's level of involvement should be, what they felt were the Bank's greatest values and greatest weaknesses in its work, and with which groups the Bank should work more.
4. The Work of the World Bank: Respondents were asked to rate their level of importance and the Bank's level of effectiveness across twenty-two areas in which the Bank was involved, such as helping to reduce poverty and encouraging greater transparency in governance.
5. The Way the World Bank does Business: Respondents were asked to rate the Bank's level of effectiveness in the way it does business, including the Bank's knowledge, personal relationships, collaborations, and poverty mission.
6. Project/Program Related Issues: Respondents were asked to rate their level of agreement with a series of statements regarding the Bank's programs, day-to-day operations, and collaborations in Ethiopia.
7. The Future of the World Bank in Ethiopia: Respondents were asked to rate how significant a role the Bank should play in Ethiopia's development and to indicate what the Bank could to make itself of greater value and to what reasons respondents attributed failed or slow reform efforts.
8. Communication and Outreach: Respondents were asked to indicate where they get information about development issues and the Bank's development activities in Ethiopia, as well as how they prefer to receive information from the Bank. Respondents were also asked to indicate their usage of the Bank's website, PICs, and Development Information Corners, and to evaluate these communication and outreach efforts.

In addition, where possible, responses from respondents completing this year's country survey were compared to responses from the 279 respondents (46% response rate) who completed the country survey in FY 2006. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

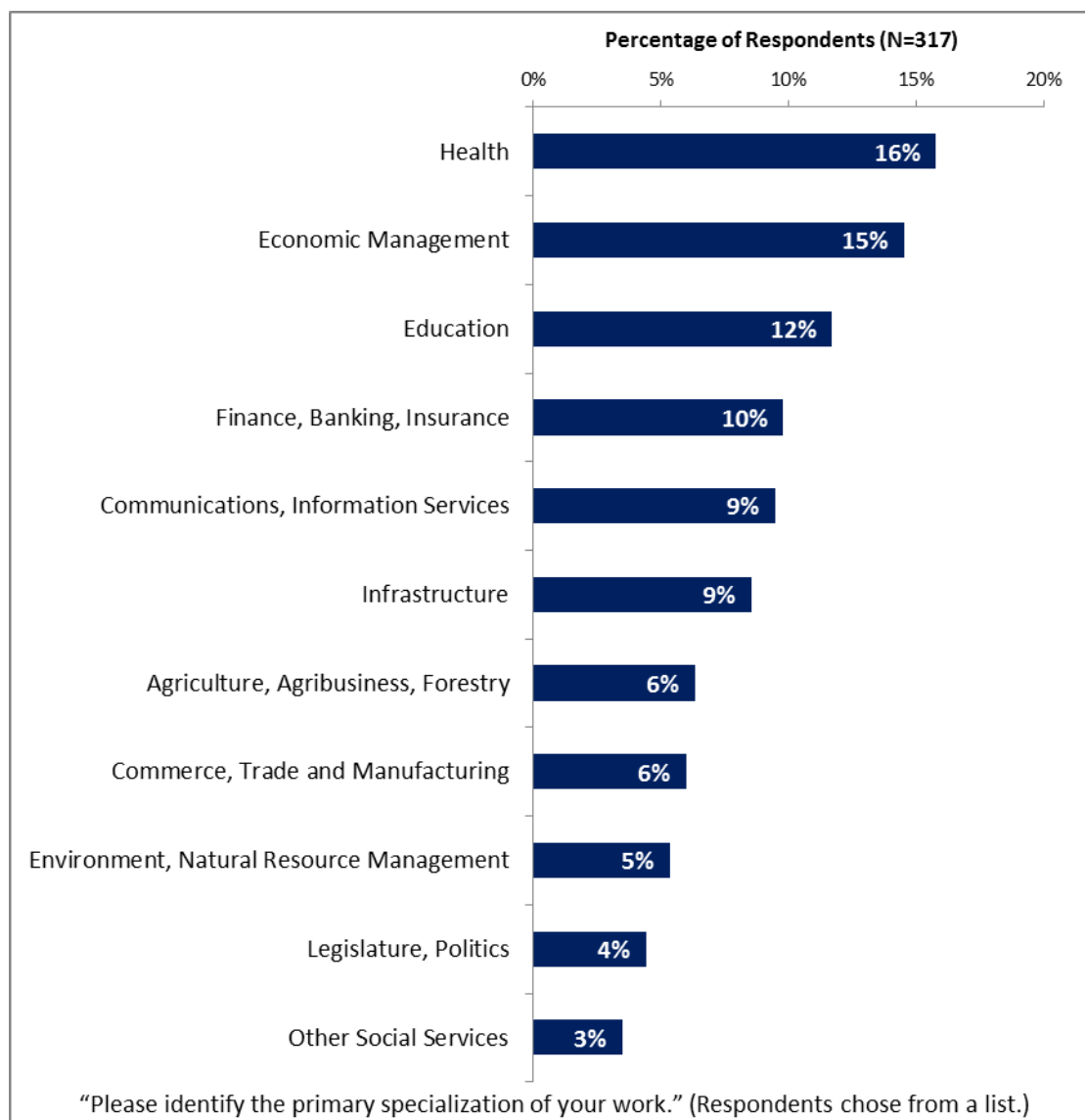
#### Current Position

- The majority of respondents were from NGOs, local government, and private sector. Because of the small number of consultants/contractors working on World Bank supported projects/programs and Project Management Units (PMUs), responses from these stakeholder groups were combined into one group. Because there were just four respondents from trade unions and just one respondent from the judiciary, these respondents were included in the “Other” category for all further analyses. Note there were no respondents from the office of the President/Prime Minister.



### III. Demographics of the Sample (continued)

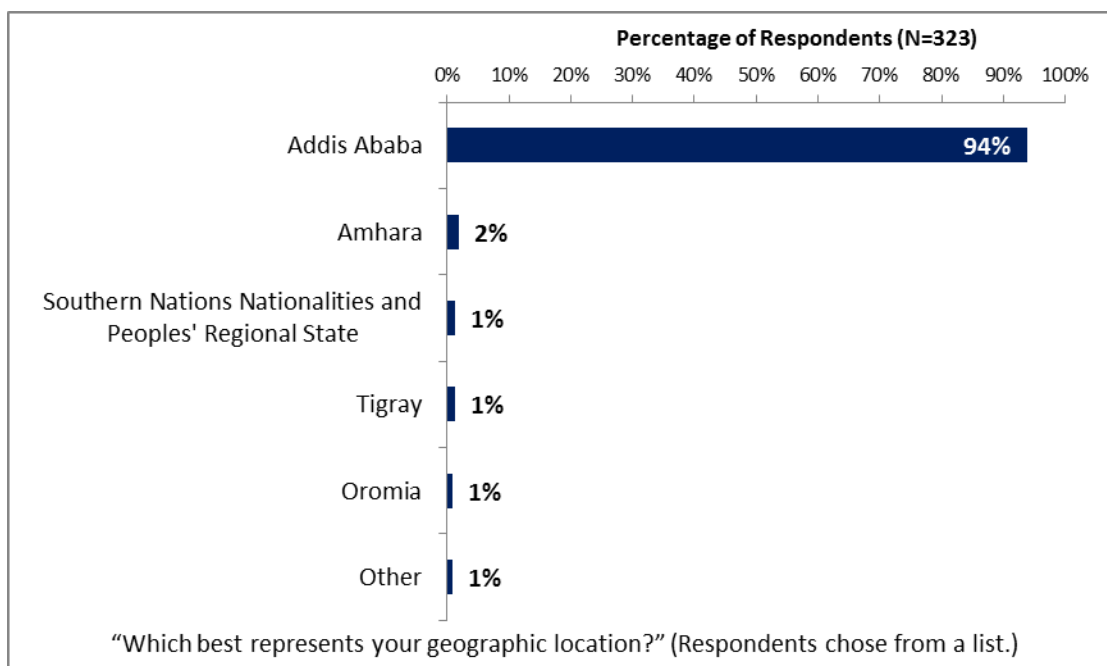
#### Area of Primary Specialization



### III. Demographics of the Sample (continued)

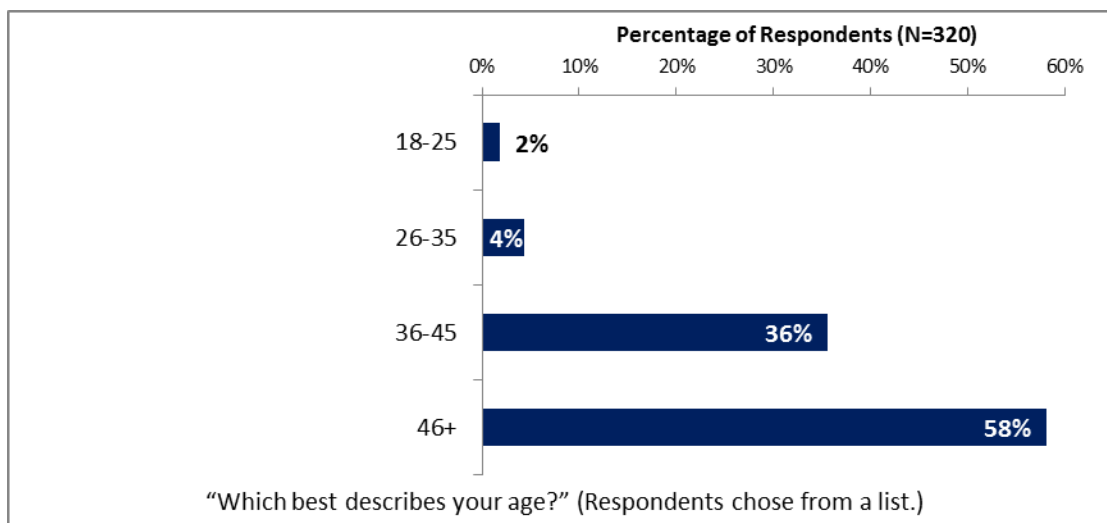
#### Geographic Location

- Nearly all respondents indicated that they were located in Addis Ababa. Because of the small number of respondents from Amhara, Southern Nations Nationalities and Peoples' Regional State, Tigray, Oromia, and other locations, statistical comparisons of geographic locations were not possible.



#### Age

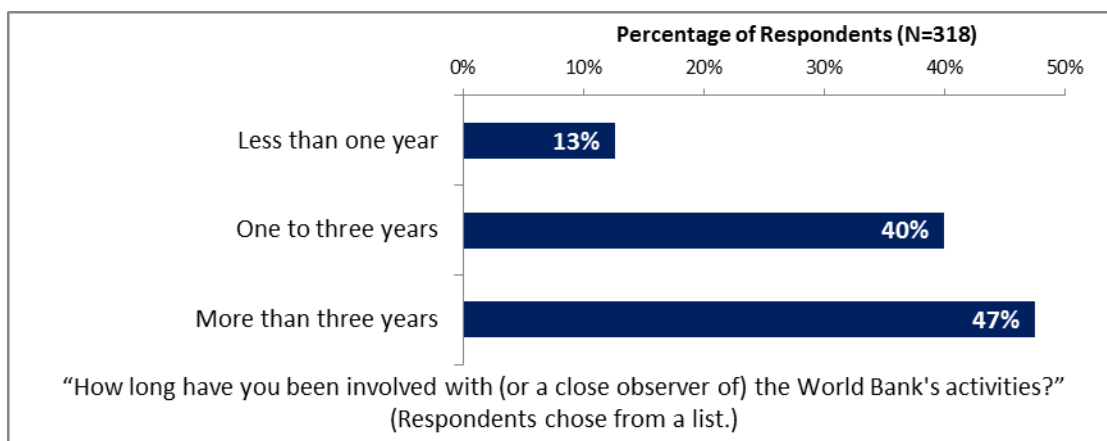
- Over half of all respondents indicated that they were at least 46 years of age.



### III. Demographics of the Sample (continued)

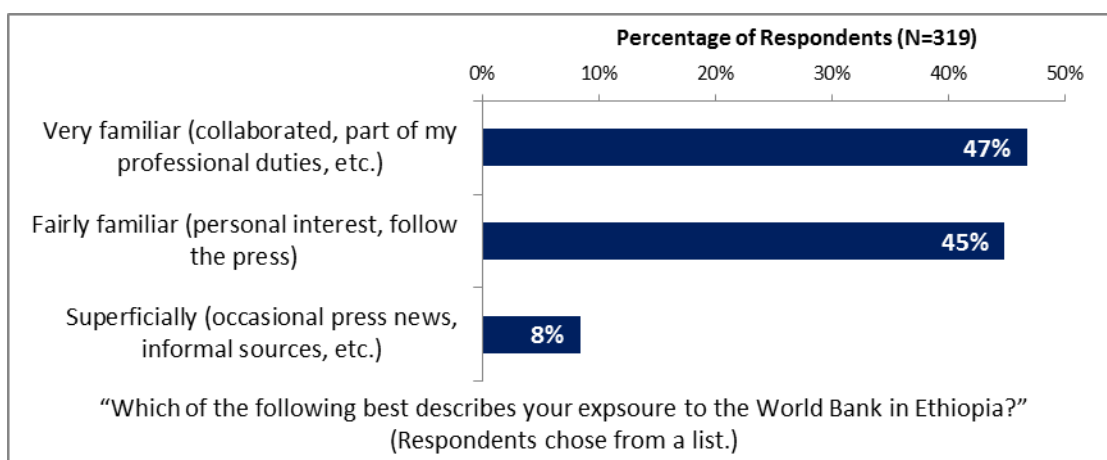
#### Involvement with the World Bank

- Nearly half of all respondents indicated that they have been involved with or a close observer of World Bank activities for more than three years.



#### Exposure to the World Bank

- Nearly all respondents indicated that they were either very familiar or fairly familiar with the World Bank in Ethiopia.

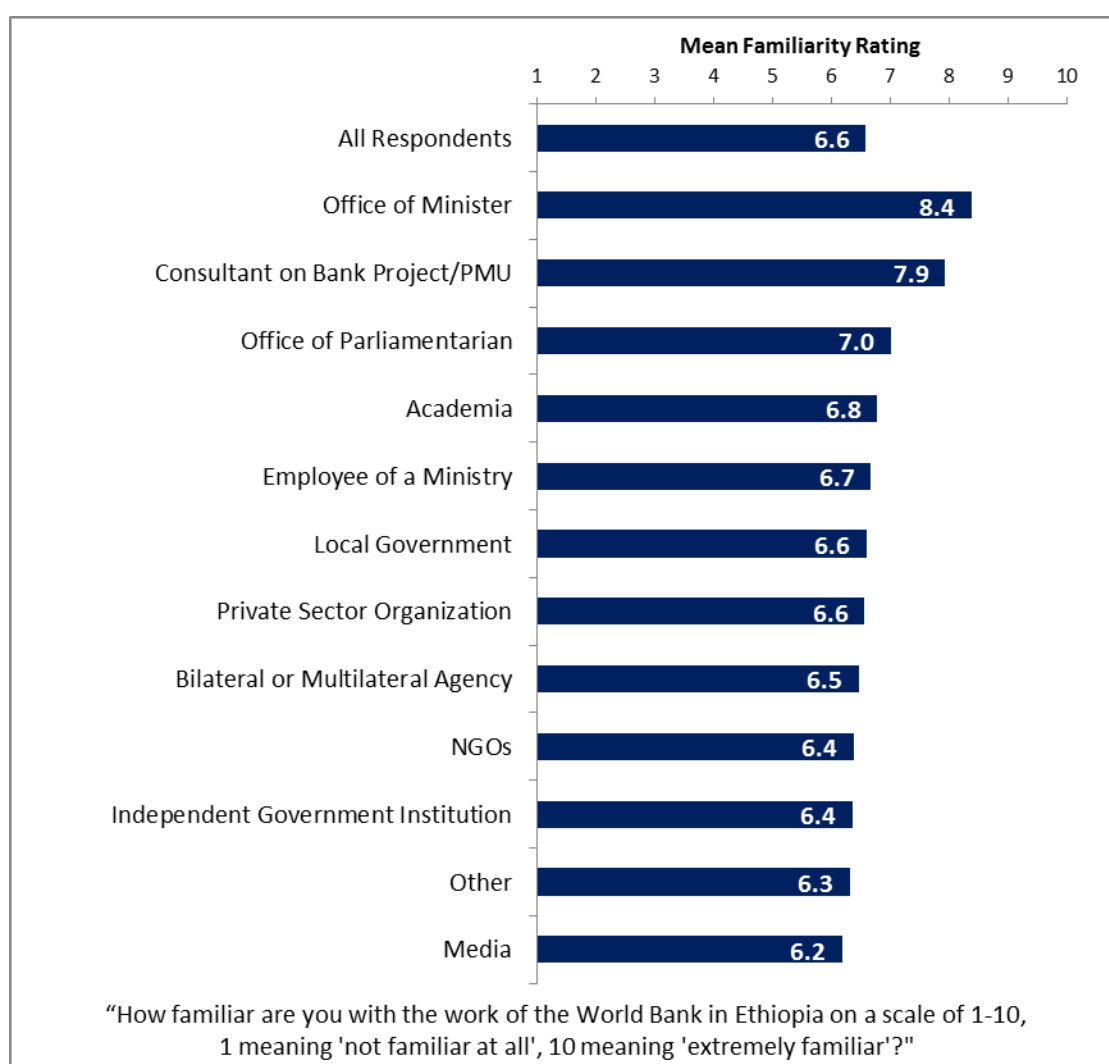




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

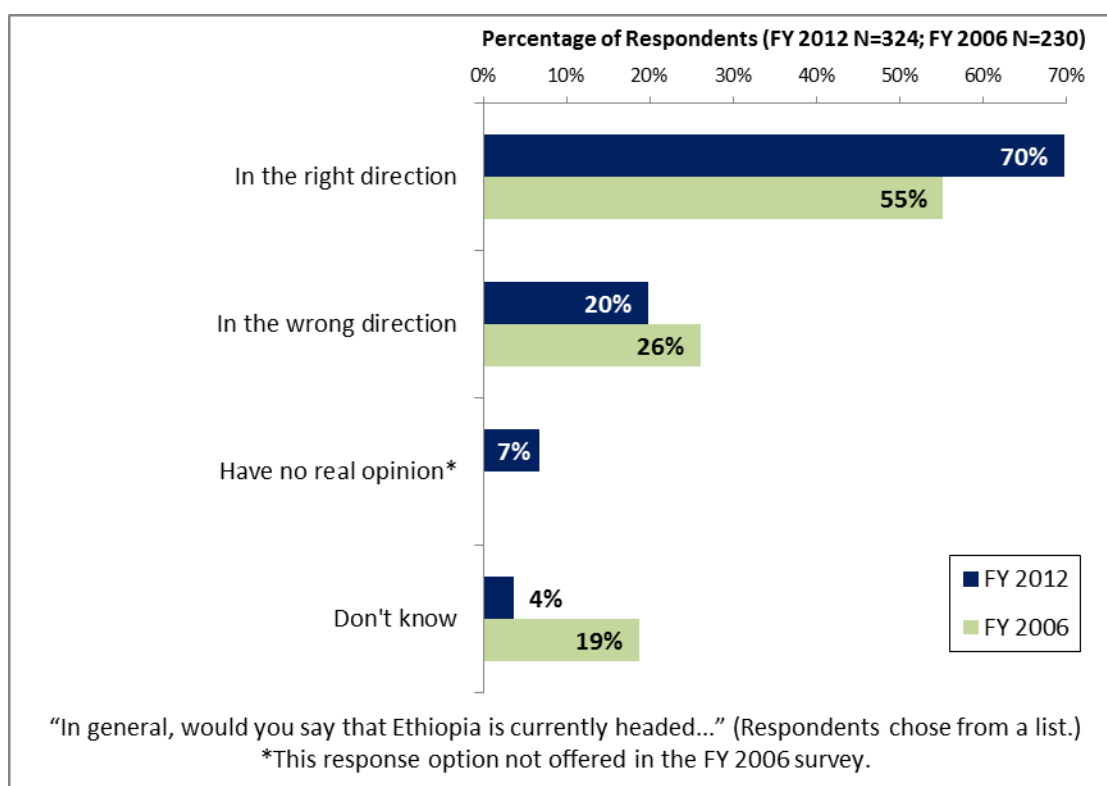
- Across all respondents, familiarity with the Bank received a mean rating of 6.6 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was significantly higher than the FY '06 survey, in which familiarity with the Bank received a mean rating of 5.9 across all respondents.
  - Respondents from the office of a Minister and consultants/contractors working on World Bank supported projects/PMUs indicated significantly higher levels of familiarity with the Bank compared to respondents from other stakeholder groups.



## IV. The General Environment in Ethiopia

### Headed in the Right Direction

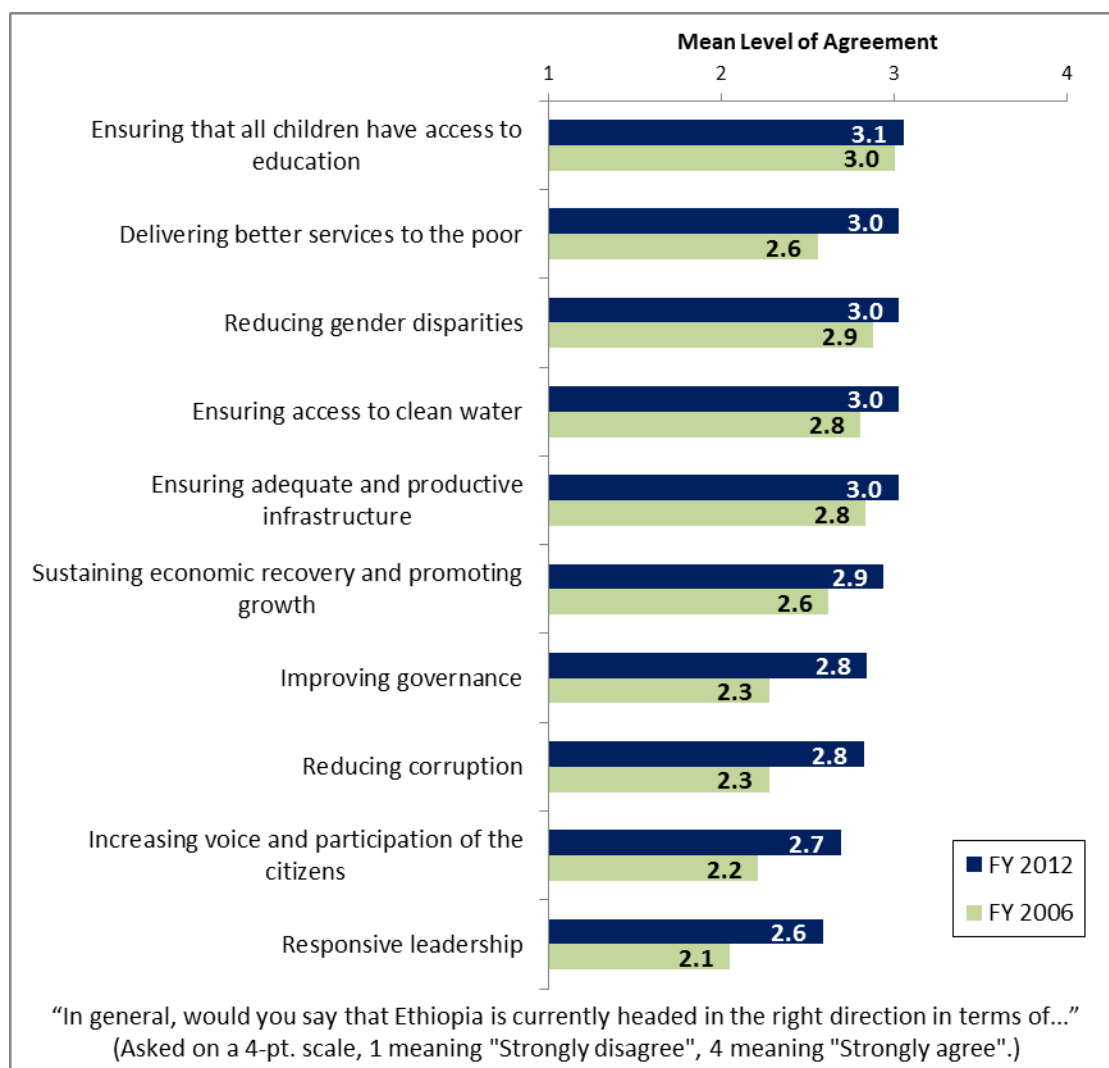
- When asked whether Ethiopia was headed in the right or wrong direction, 70% of respondents indicated that Ethiopia was headed in the right direction. This was significantly higher than in the FY '06 survey, in which 55% of respondents indicated that Ethiopia was headed in the right direction.
  - The majority of respondents from most stakeholder groups indicated that Ethiopia was headed in the right direction, except respondents from the media who were more likely to say that Ethiopia was headed in the wrong direction.



## IV. The General Environment in Ethiopia (continued)

### Headed in the Right Direction (continued)

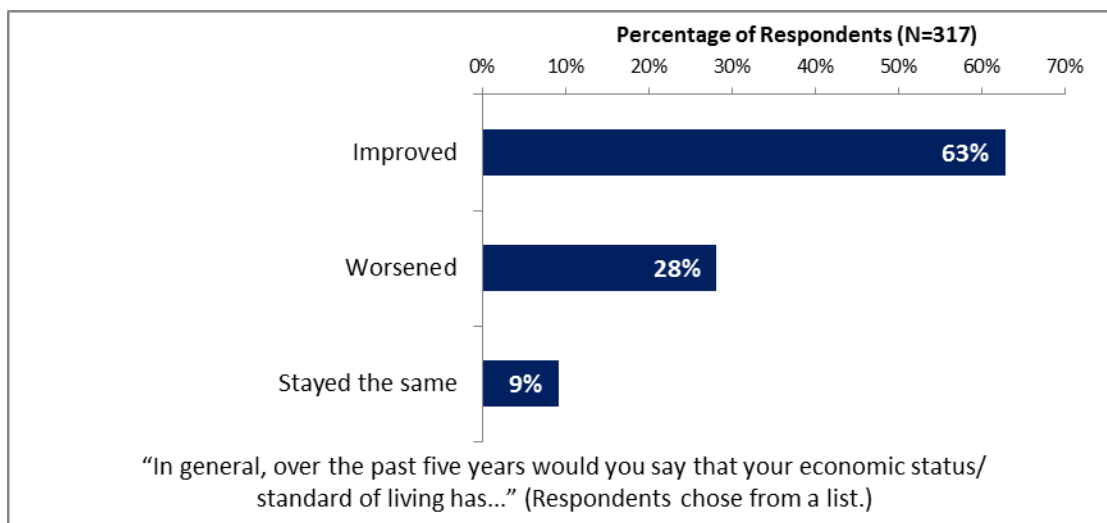
- When asked the extent to which Ethiopia was headed in the right direction in terms of a variety of development areas, respondents had the highest levels of agreement that Ethiopia was headed in the right direction in terms of ensuring that all children have access to education, receiving a mean rating of 3.1 on a 4-point scale, with 1 being “Strongly disagree” and 4 being “Strongly agree”.
  - Respondents from this year’s survey had significantly higher levels of agreement that Ethiopia was headed in the right direction across all of these development areas compared to respondents from the FY ’06 country survey, significantly so for all areas but “Ensuring that all children have access to education”.
  - There were significant stakeholder group differences in levels of agreement across all of these development areas. Employees of a ministry and respondents from the office of a Minister and local government had the highest levels of agreement that Ethiopia was headed in the right direction across these areas whereas respondents from the media had significantly lower levels of agreement.



## IV. The General Environment in Ethiopia (continued)

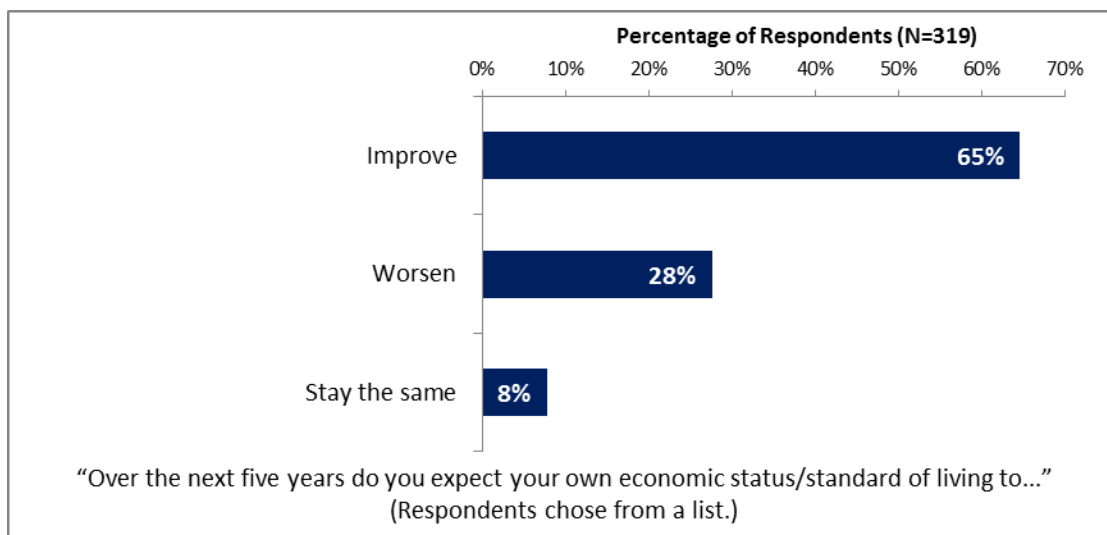
### Standard of Living: Past Five Years

- When asked about the change in their standard of living over the past five years, nearly two-thirds of all respondents indicated that their standard of living had improved.
  - The majority of respondents from most stakeholder groups indicated that their standard of living had improved over the past five years, except respondents from private sector, the media, academia, and other organizations who were more likely to be split as to whether their standard of living had improved or worsened.



### Standard of Living: Next Five Years

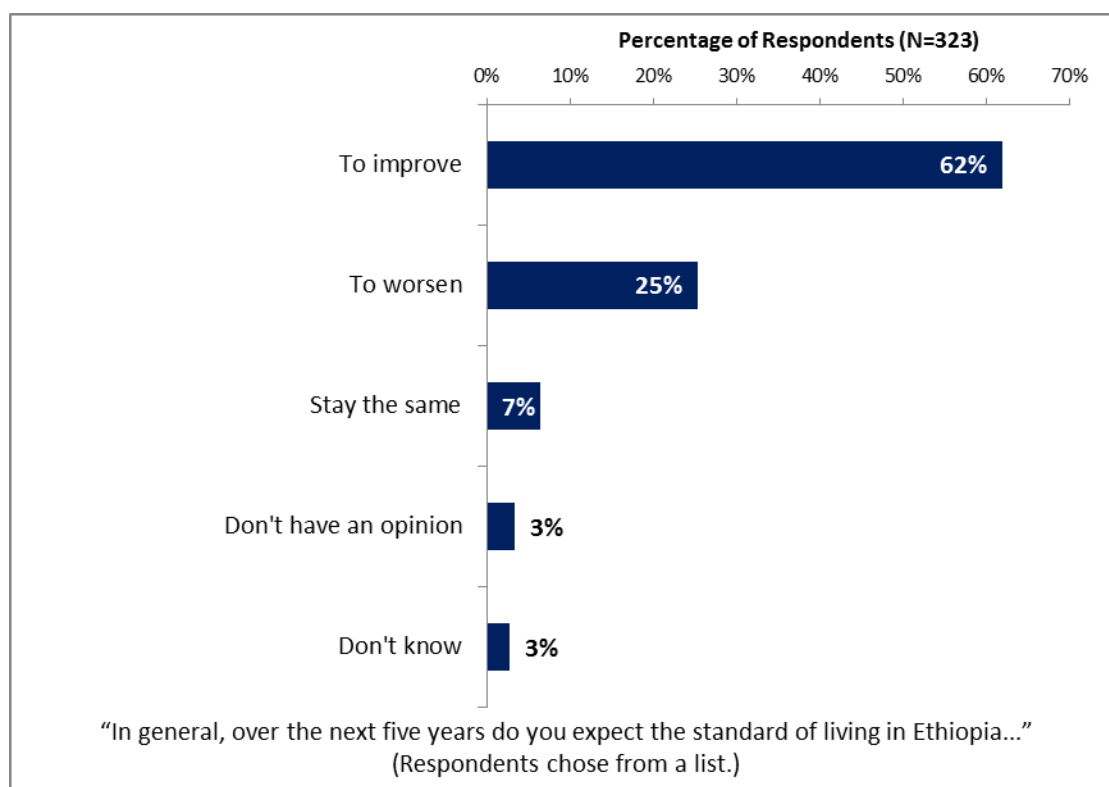
- When asked about the change in their standard of living in the next five years, nearly two-thirds of all respondents indicated they expected their standard of living to improve.
  - Respondents from most stakeholder groups indicated that they expected their standard of living to improve in the next five years, except respondents from the media, academia, and other organizations who were more likely to expect their standard of living to worsen.



## IV. The General Environment in Ethiopia (continued)

### Standard of Living: Next Five Years (continued)

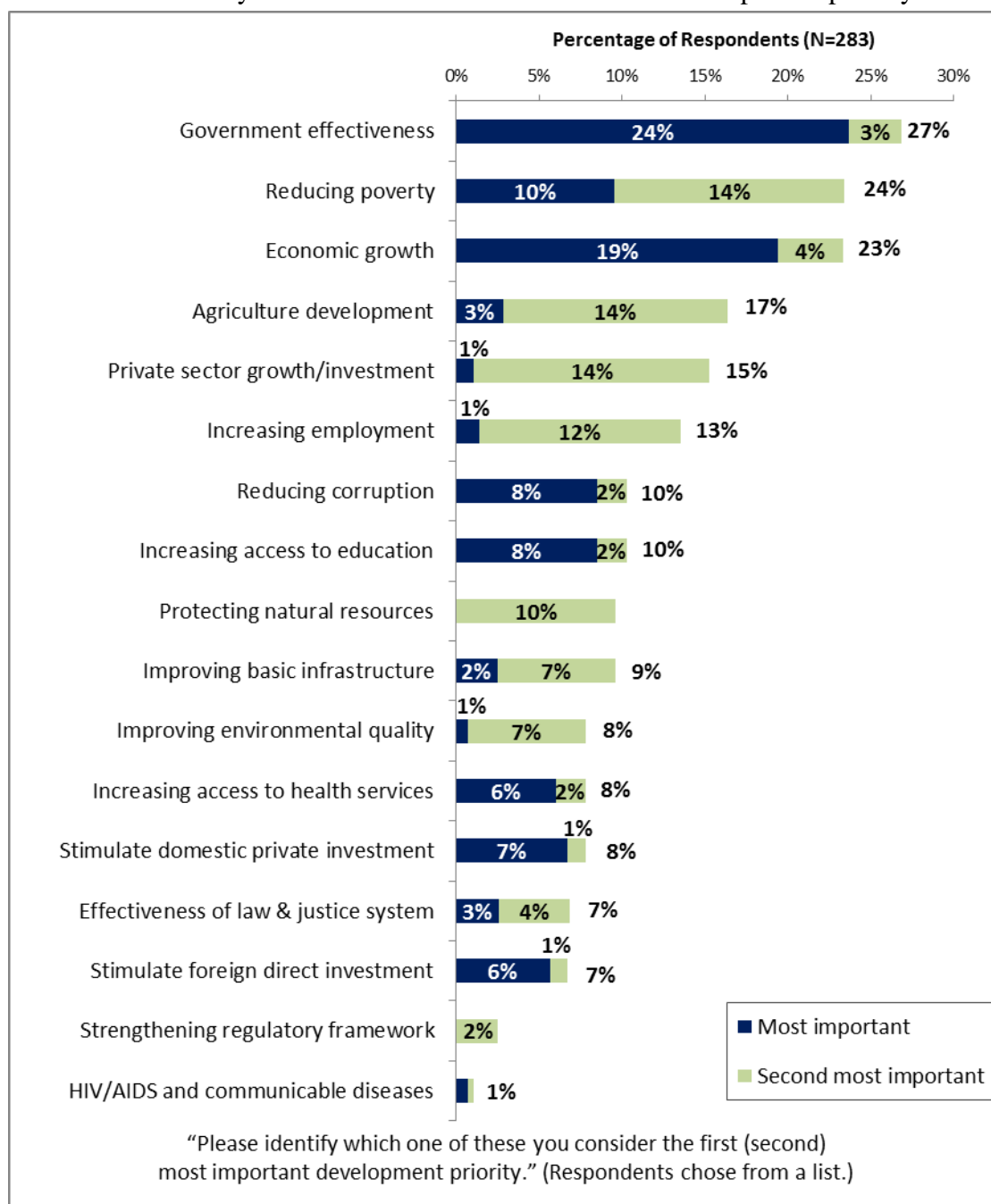
- When asked about the change in the standard of living in Ethiopia, in general, over the next five years, nearly two-thirds of all respondents indicated they expected the standard of living in Ethiopia to improve.
  - Respondents from most stakeholder groups indicated that they expected the standard of living in Ethiopia to improve over the next five years, except respondents from the media, academia, and other organizations who were more likely to expect the standard of living to worsen.



## IV. The General Environment in Ethiopia (continued)

### Development Priority

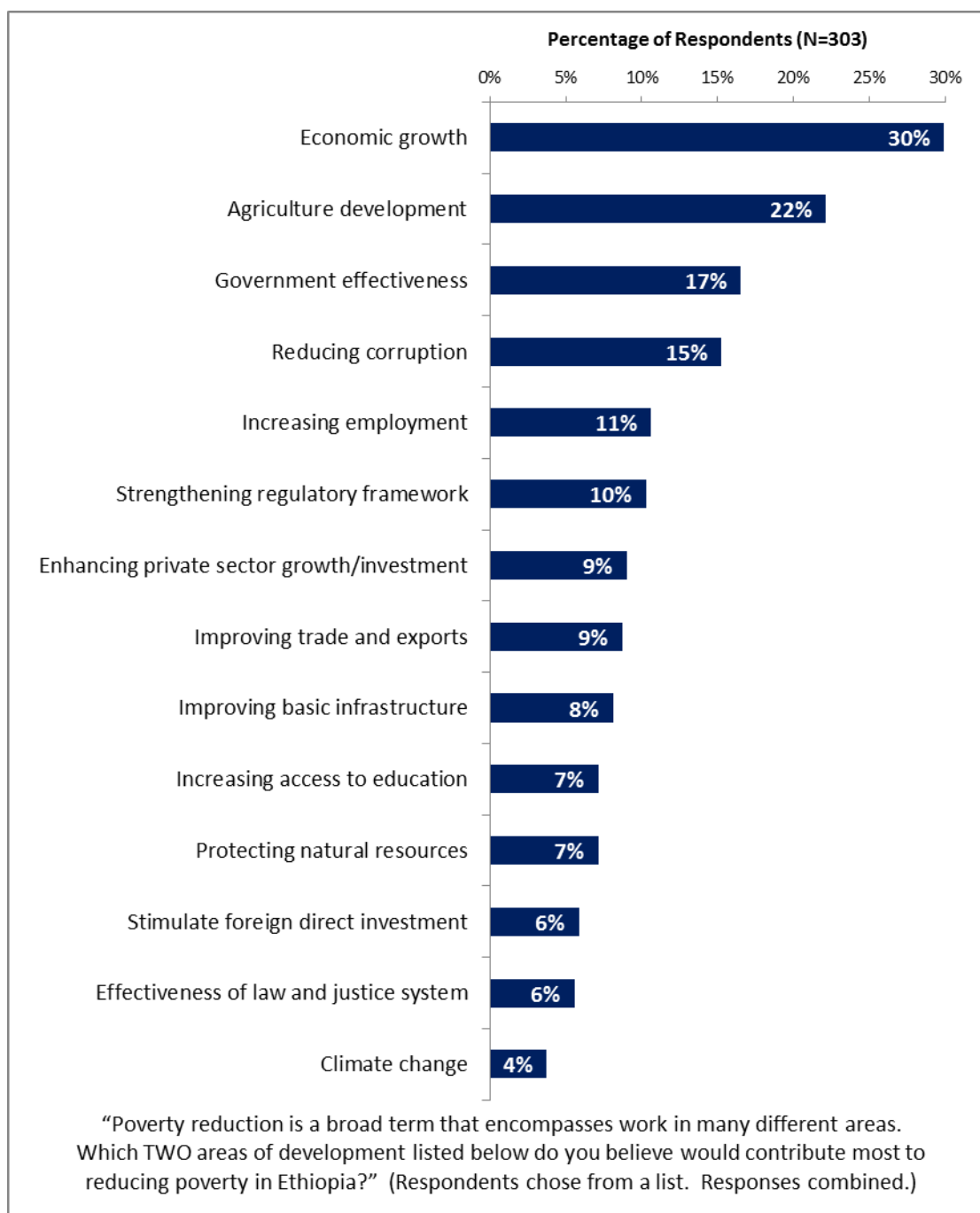
- Respondents indicated that government effectiveness, reducing poverty, and economic growth were the most important development priorities in Ethiopia. Agriculture development, private sector growth, and increasing employment were also considered top priorities. In the FY '06 country survey, the most important development priority was reducing poverty (84%).
- Respondents across most stakeholder groups considered these areas to be the most important development priorities, except respondents from the media who were more likely to indicate that education was the most important priority.



## IV. The General Environment in Ethiopia (continued)

### Poverty Reduction

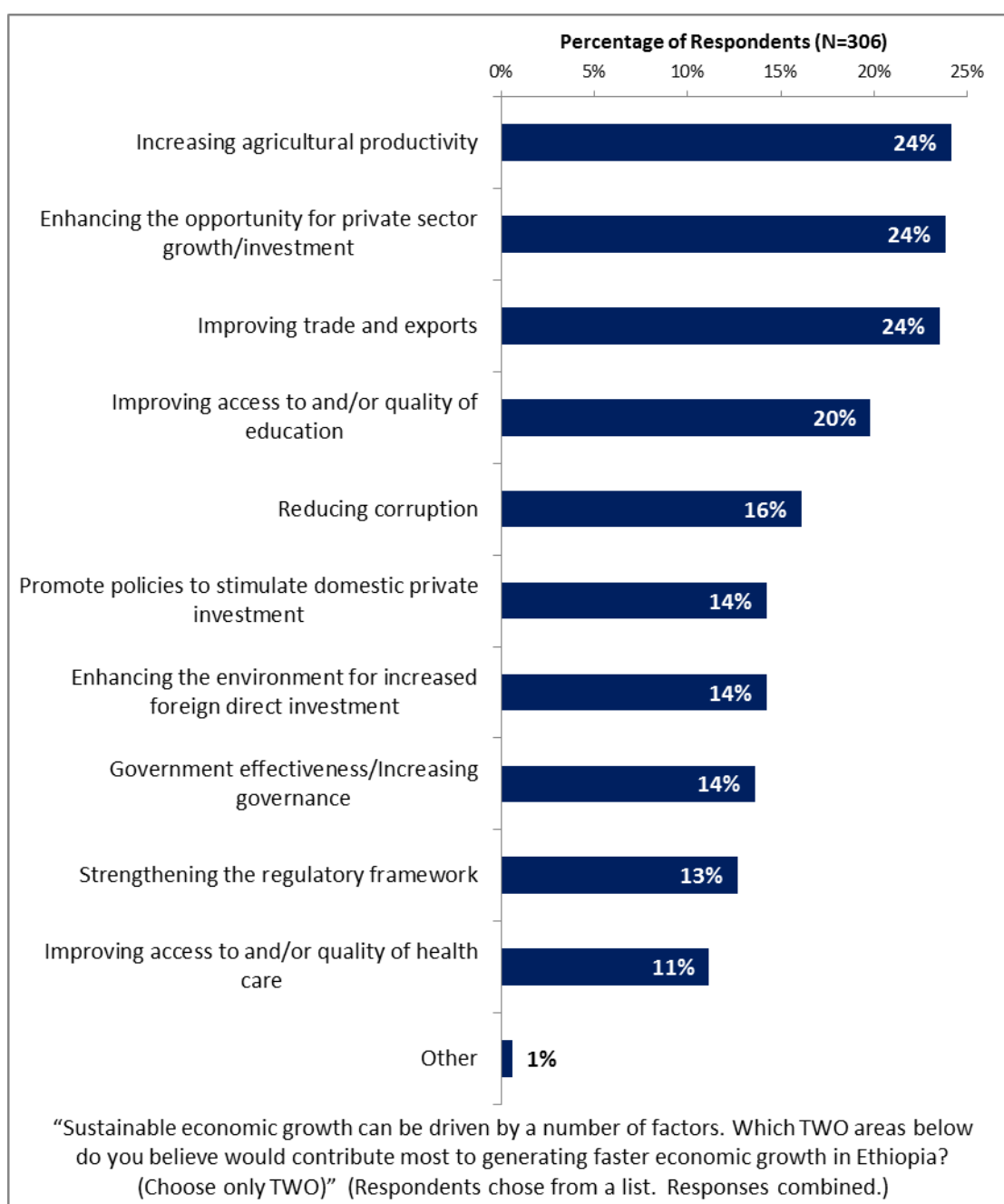
- Respondents indicated that economic growth would contribute most to poverty reduction in Ethiopia. Agriculture development, government effectiveness, and reducing corruption were also considered key contributors to poverty reduction.



## IV. The General Environment in Ethiopia (continued)

### Economic Growth

- Respondents indicated that increasing agricultural productivity, private sector growth, improving trade and exports, and improving education would contribute most to generating faster economic growth in Ethiopia. Reducing corruption was also identified as key to economic growth.
  - Respondents across most stakeholder groups indicated that these would contribute most to generating faster economic growth in Ethiopia, except respondents from academia who were more likely to say that increase foreign direct investment would contribute most to economic growth.

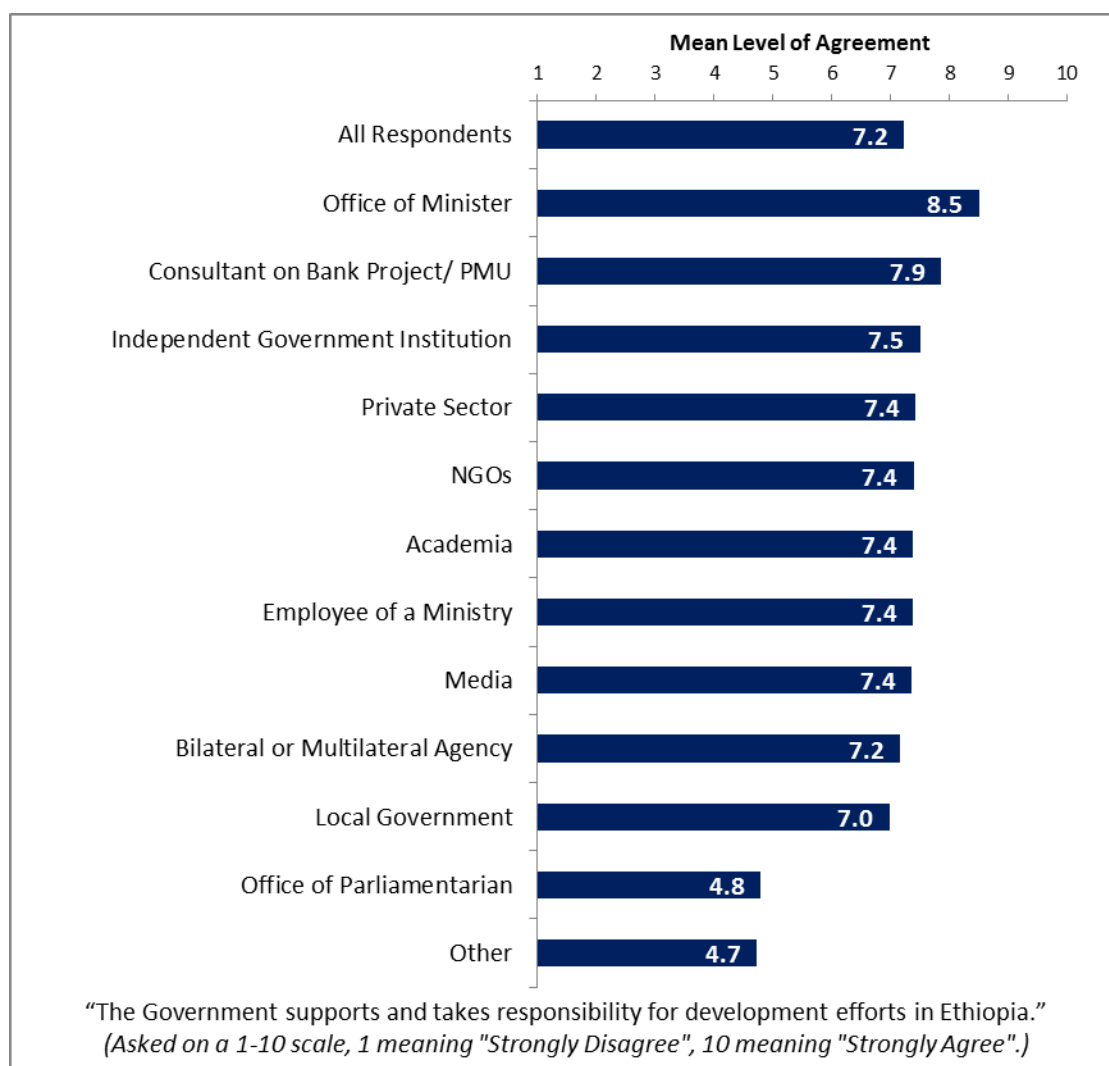




## IV. The General Environment in Ethiopia (continued)

### Government Support of Development Efforts

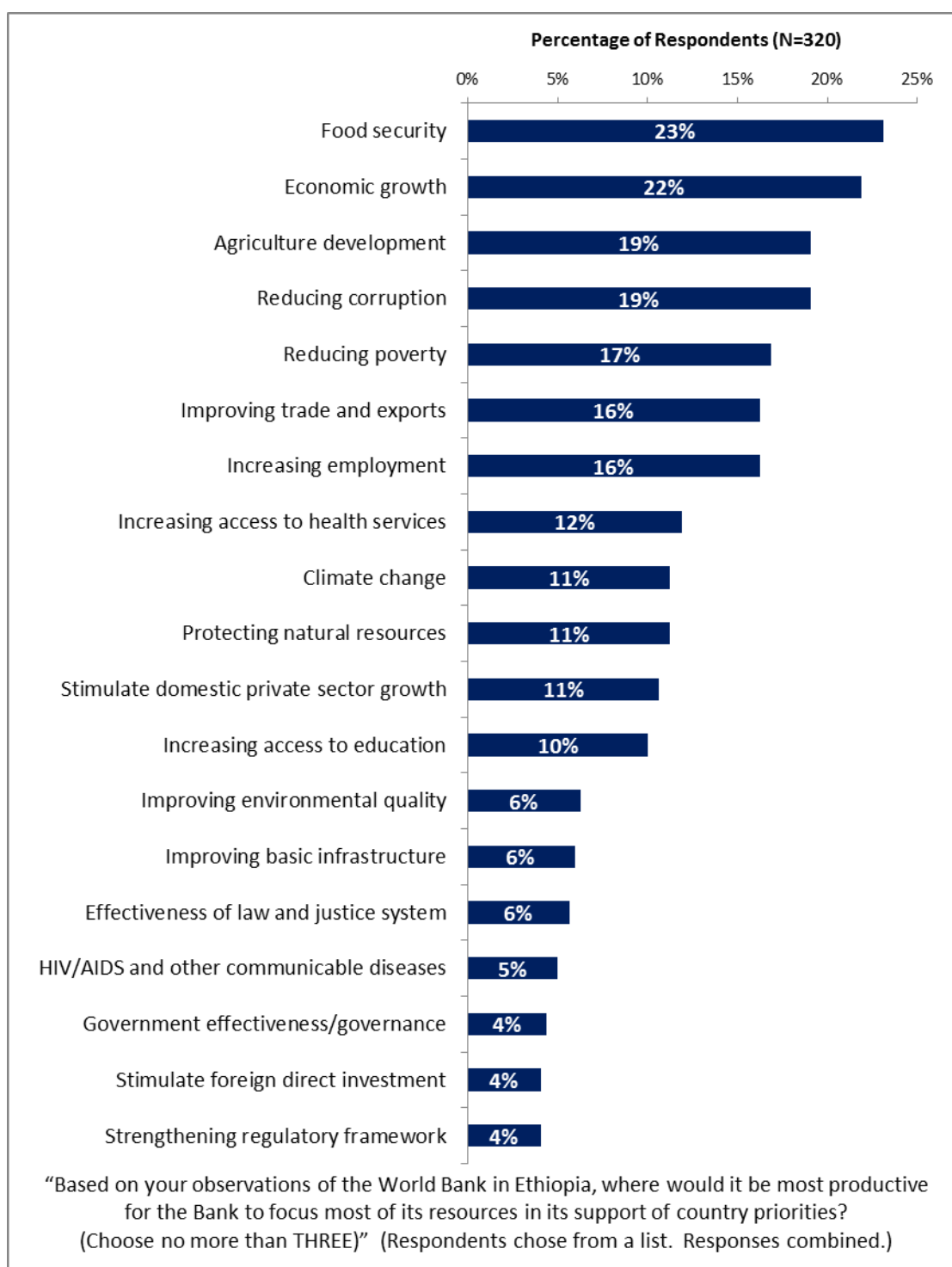
- Across all respondents, agreement that the government supports and takes responsibility for development efforts in Ethiopia received a mean rating of 7.2 on a 10-point scale, with 1 being strongly disagree and 10 being strongly agree. This was significantly higher than the mean rating received in the FY '06 country survey (6.5).
  - Respondents from the office of a Minister had the highest levels of agreement that the government supports and takes responsibility for development efforts in Ethiopia whereas respondents from the office of a Parliamentarian and other organizations had significantly lower levels of agreement.



## V. Perceived Overall Value of the World Bank

### Focusing Bank Resources

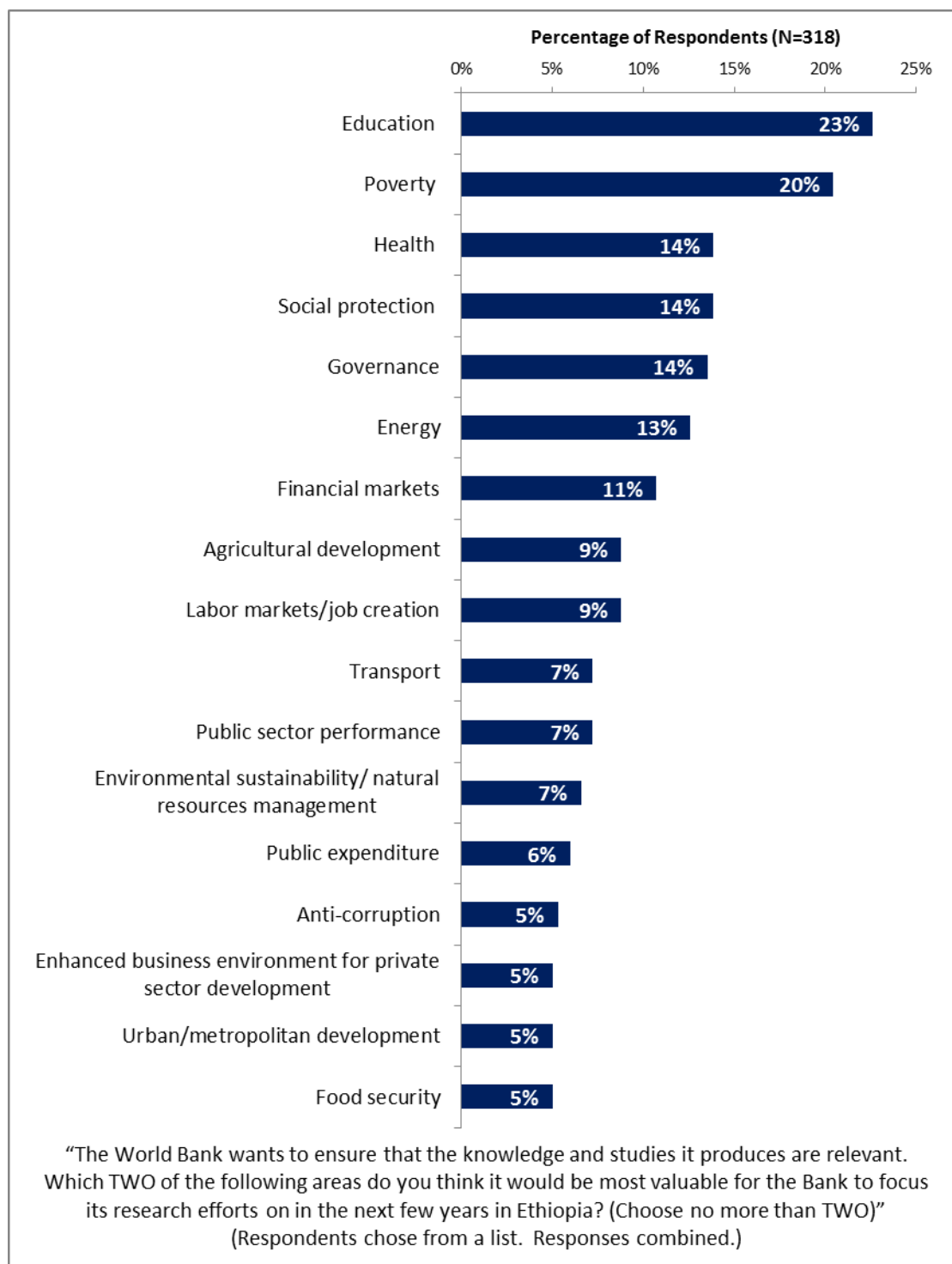
- Respondents indicated that it would be most productive for the Bank to focus most of its resources on food security, economic growth, agriculture development, and reducing corruption. Reducing poverty, improving trade and exports, and increasing employment were also seen as key. In FY '06, respondents indicated that the Bank should focus on reducing poverty (50%), infrastructure (29%), and education (23%).



## V. Perceived Overall Value of the World Bank (continued)

### Focusing Bank Research

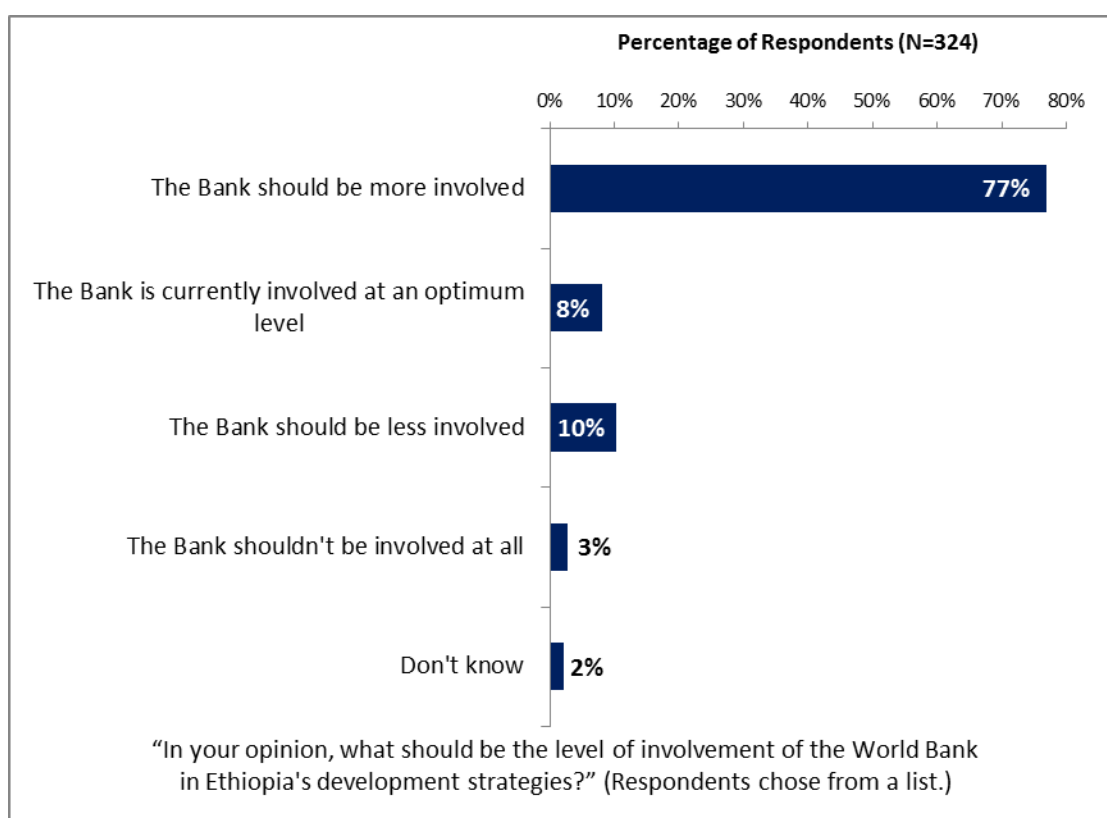
- Respondents across most stakeholder groups indicated that it would be most valuable for the Bank to focus its research efforts on education and poverty except respondents from the office of a Minister who indicated urban development and respondents from private sector who indicated governance would be most valuable.



## V. Perceived Overall Value of the World Bank (continued)

### Level of Bank Involvement

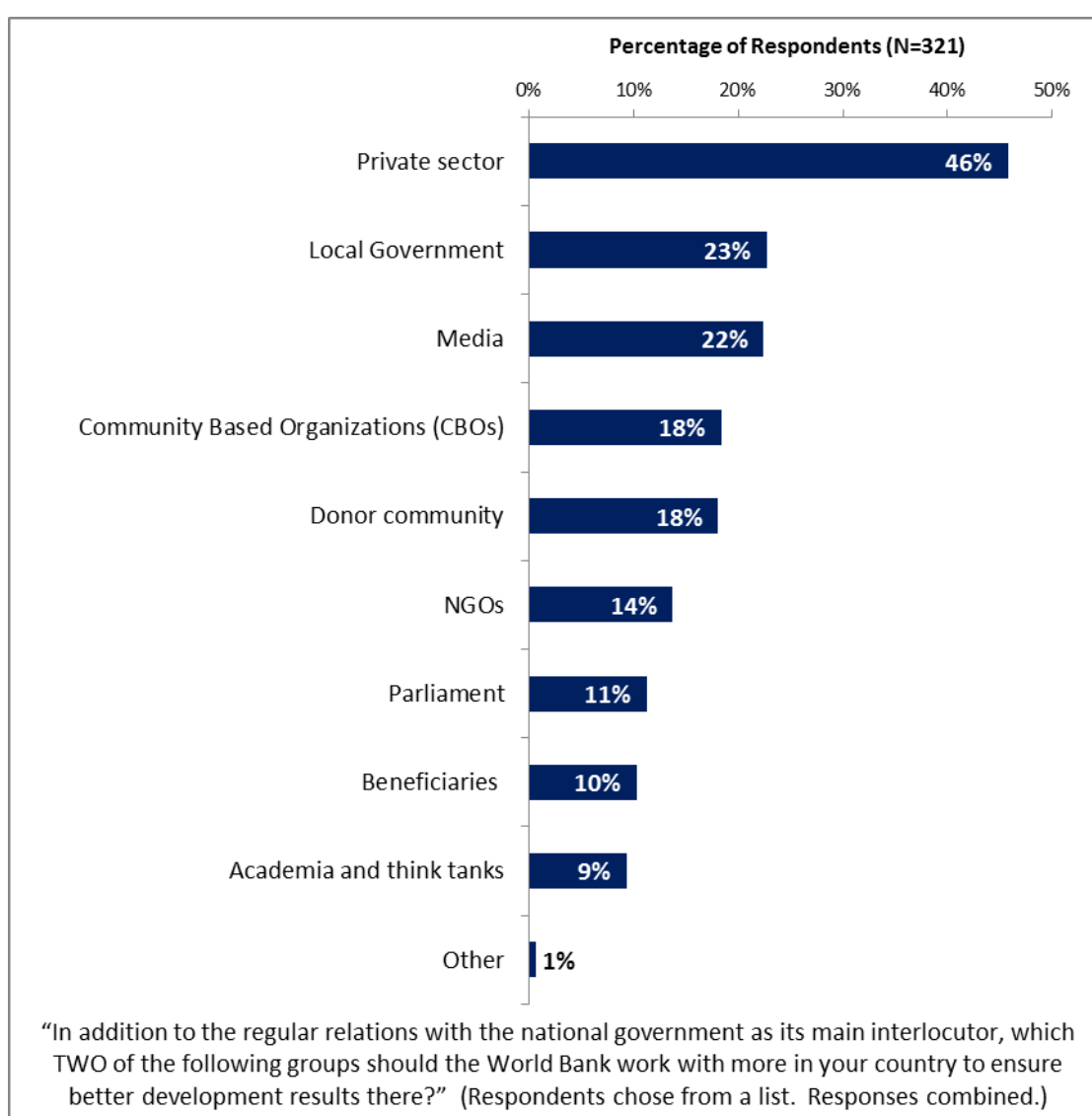
- Over three-quarters of all respondents indicated that the Bank should be more involved in Ethiopia's development strategies; 8% indicated that the Bank is currently involved at an optimum level. In the FY '06 country survey, 75% of respondents indicated that the Bank should be more involved; 12% indicated that the Bank was currently involved at an optimum level.
  - A majority of respondents across all stakeholder groups indicated that the Bank should be more involved in Ethiopia's development strategies



## V. Perceived Overall Value of the World Bank (continued)

### Collaborating in Ethiopia

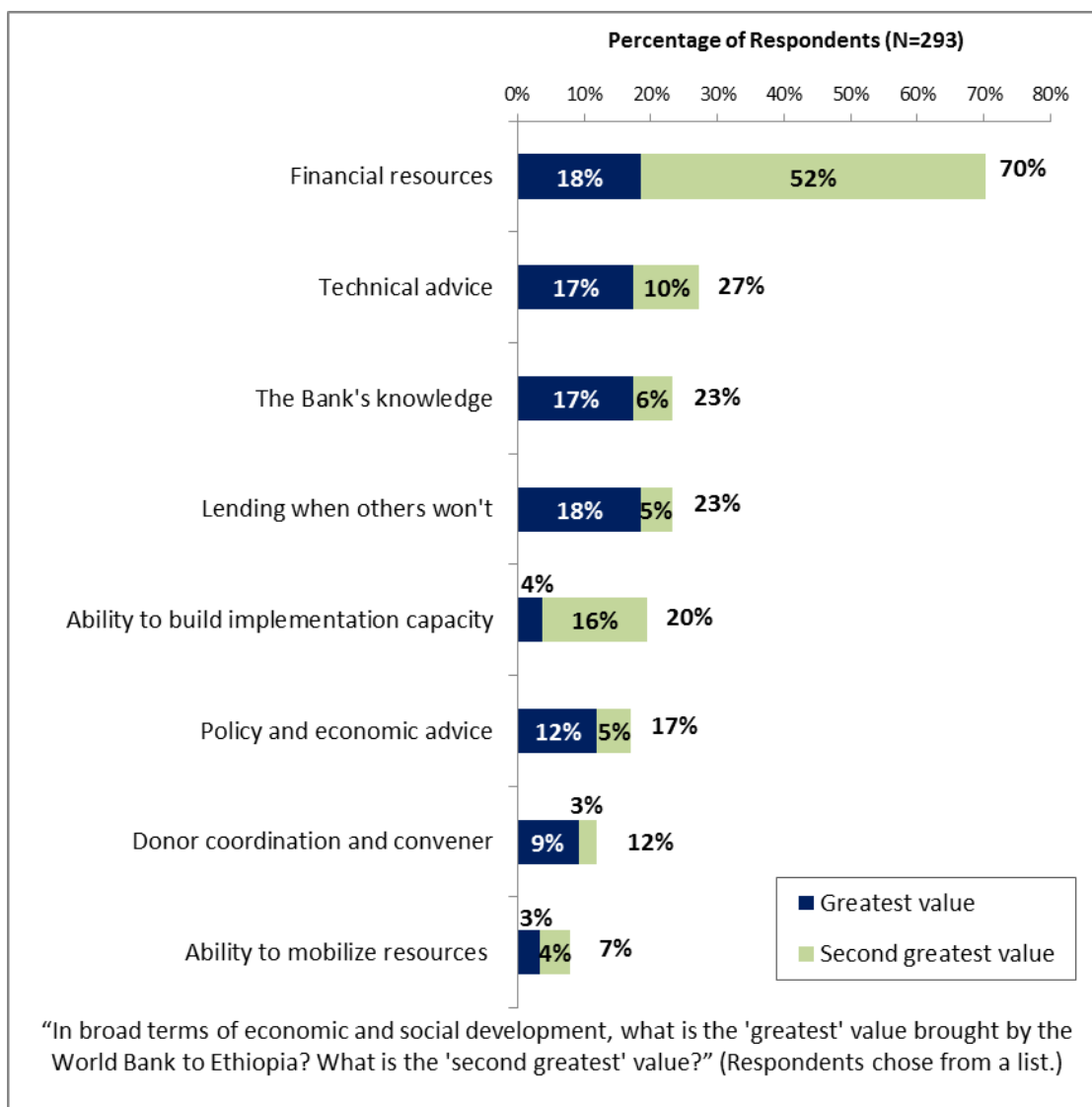
- Nearly half of all respondents indicated that the World Bank should work more closely with private sector to ensure better development results in Ethiopia.
  - Respondents from most stakeholder groups indicated that the Bank should work more closely with private sector except respondents from the office of a Minister, the office of a Parliamentarian, and local government who were more likely to indicate that the Bank should work more closely with local government.



## V. Perceived Overall Value of the World Bank (continued)

### Greatest Value

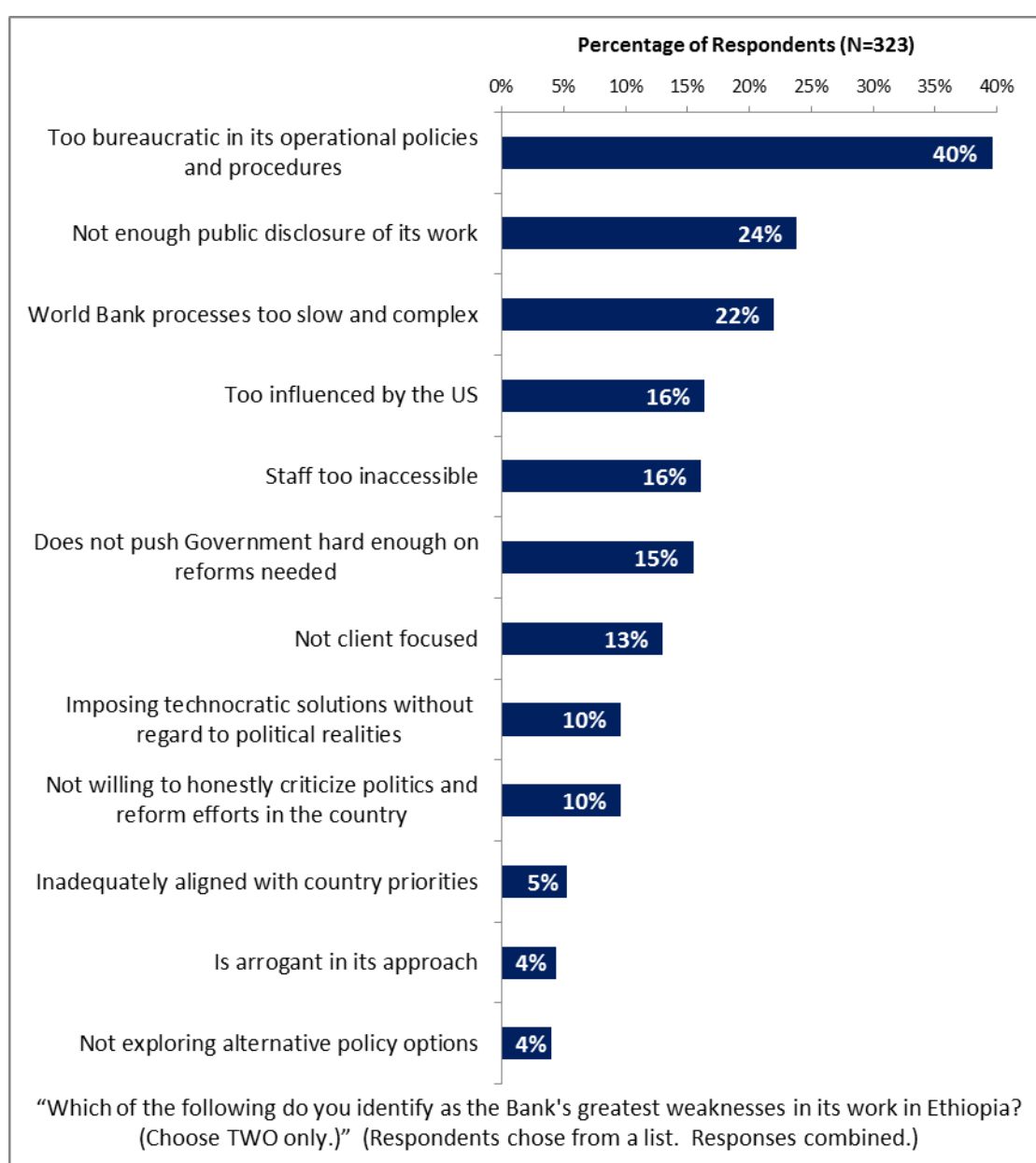
- Nearly three-quarters of all respondents indicated that the Bank's greatest value to Ethiopia was its financial resources. In the FY '06 country survey, respondents indicated that the Bank's financial resources (72%) and knowledge (41%) were its greatest values.



## V. Perceived Overall Value of the World Bank (continued)

### Greatest Weakness

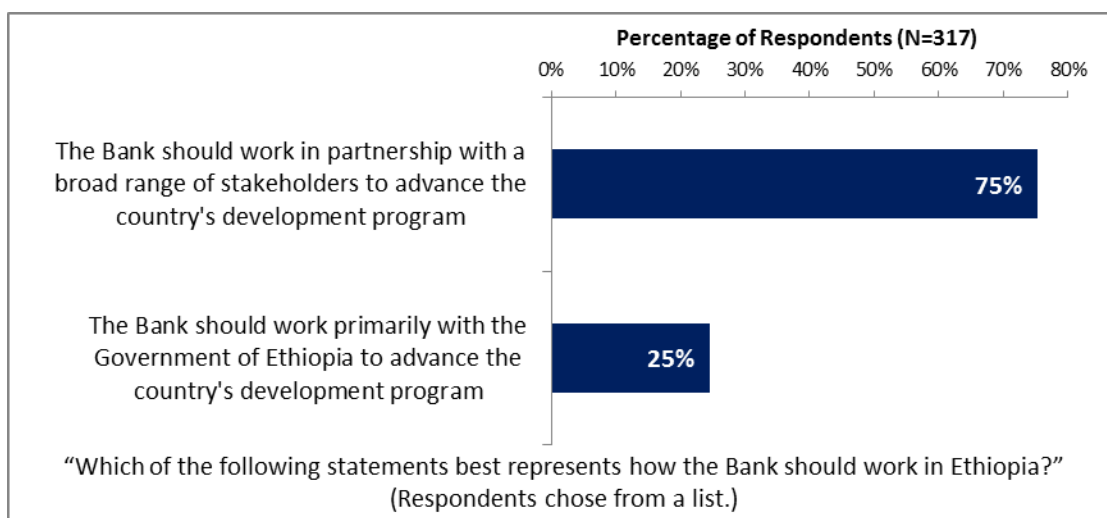
- Respondents indicated that the Bank's greatest weakness in its work in Ethiopia was being too bureaucratic in its operational policies and procedures. The Bank not providing enough public disclosure of its work and its processes being too slow and complex were also considered weaknesses. In the FY '06 country survey, respondents were asked to indicate a single greatest weakness in the Bank's work. These respondents indicated that the Bank's greatest weakness was not pushing Government hard enough on reforms needed for poverty reduction (37%).



## V. Perceived Overall Value of the World Bank (continued)

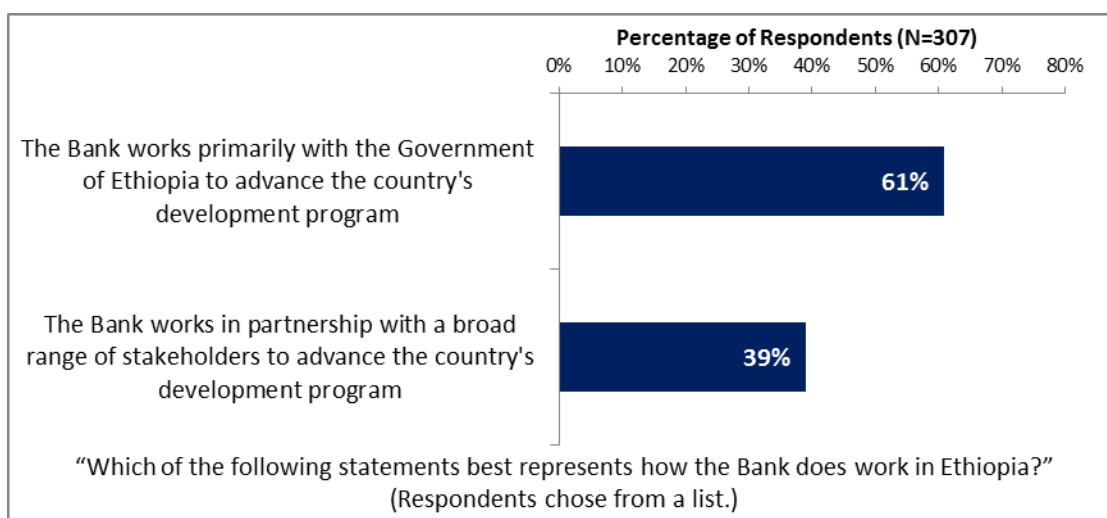
### How the Bank Should Work in Ethiopia

- Three-quarters of all respondents indicated that “the Bank should work in partnership with a broad range of stakeholders to advance the country’s development program”.
  - The majority of respondents across all stakeholders groups indicated that the Bank should work with a range of stakeholders except respondents from the office of a Minister and from the office of a Parliamentarian who indicated that the Bank should work primarily with the Ethiopian government.



### How the Bank Works in Ethiopia

- Nearly two-thirds of all respondents indicated that “the Bank works primarily with the Government of Ethiopia to advance the country’s development program”.
  - The majority of respondents across all stakeholders groups indicated that the Bank works primarily with the Ethiopian government.

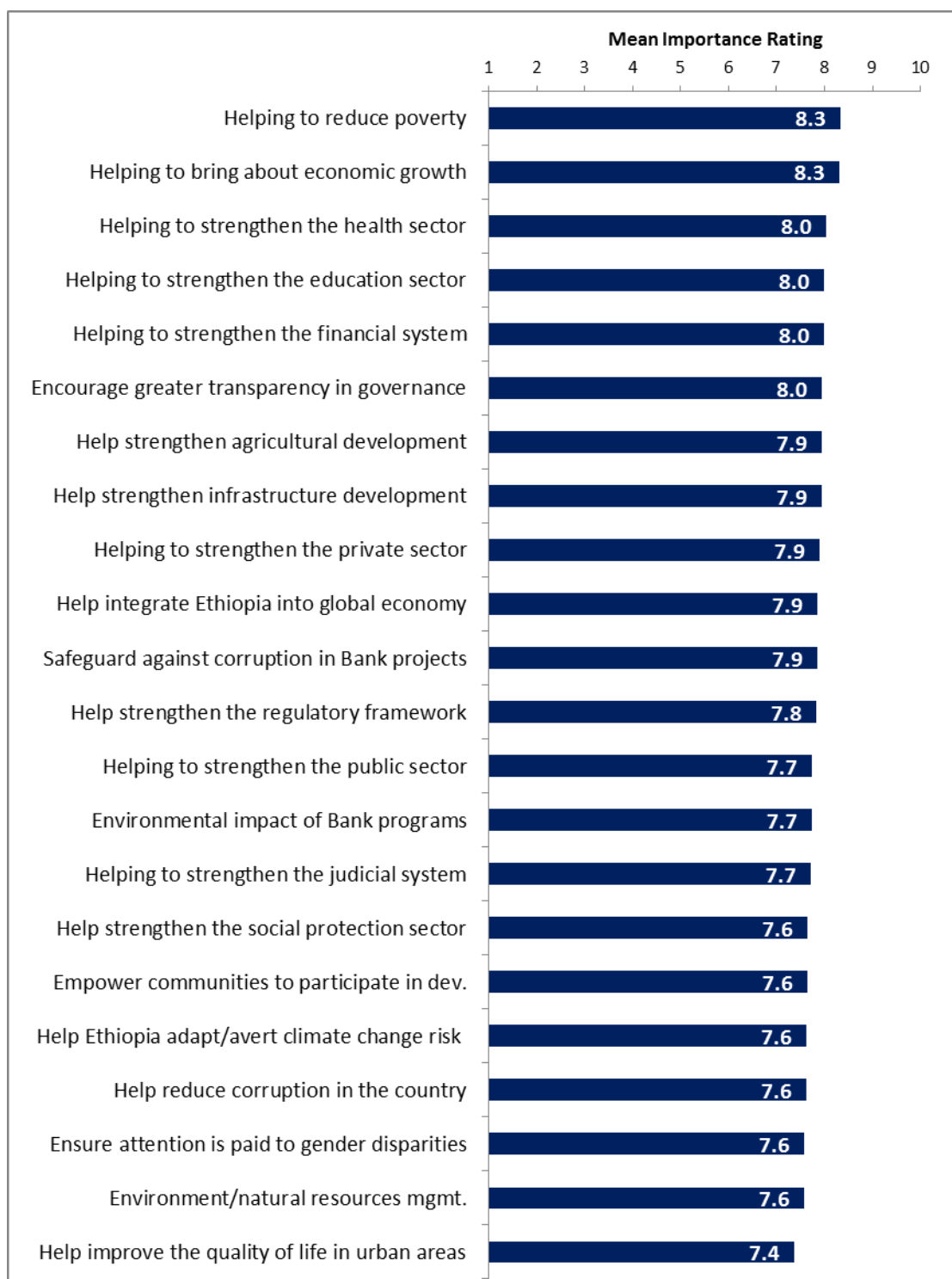




## V. Perceived Overall Value of the World Bank (continued)

### Importance

- Respondents indicated that it was most important for the Bank to help reduce poverty and bring about economic growth, both receiving mean ratings of 8.3 on a 10-point scale with 1 being not at all and 10 being very important.



## V. Perceived Overall Value of the World Bank (continued)

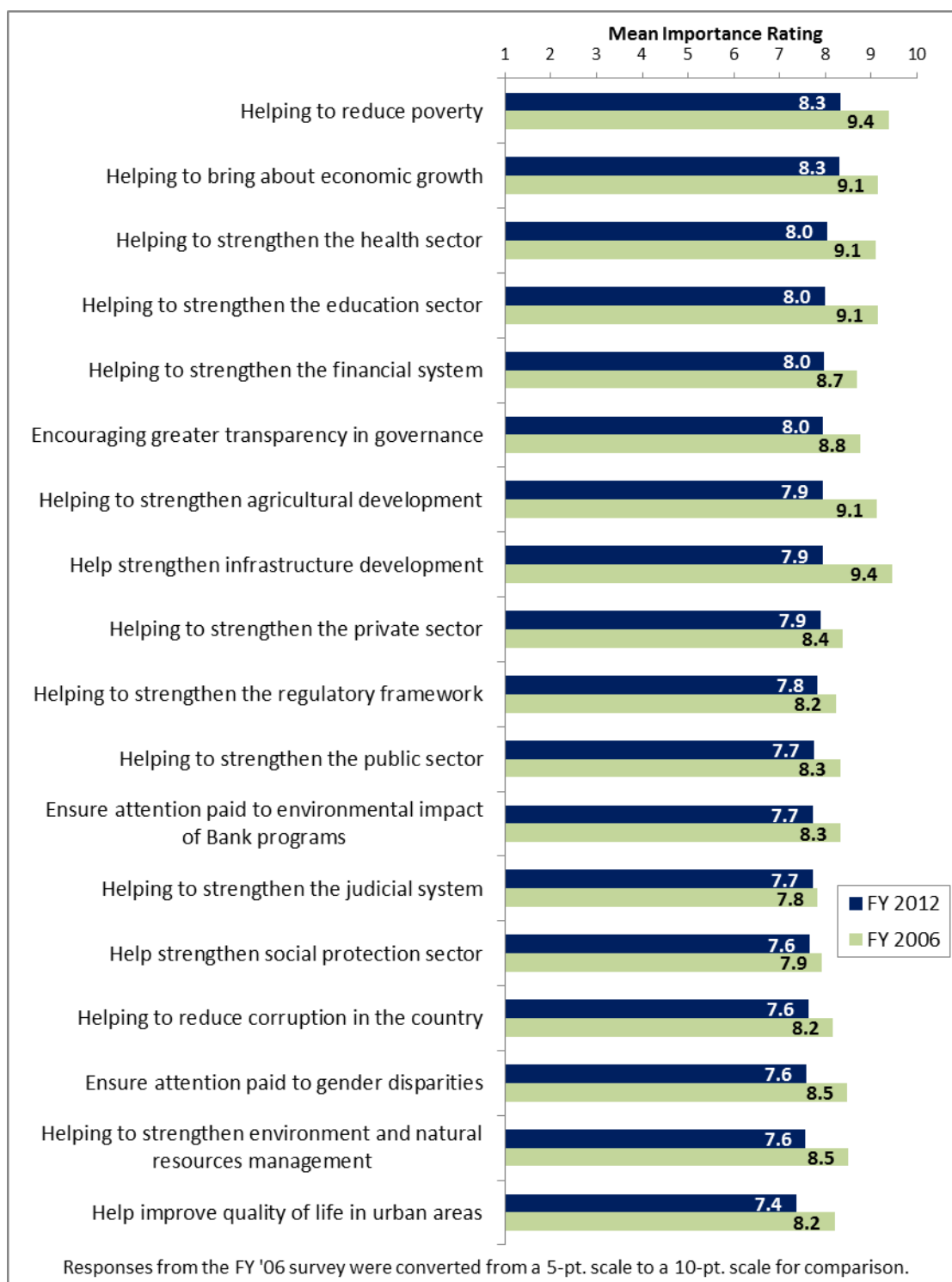
### Importance (continued)

- There were five instances in which there were significant differences between stakeholder groups across these twenty-two areas. For the most part, consultants/contractors working on World Bank supported projects/PMUs and respondents from academia had higher importance ratings across these areas whereas respondents from the office of a Parliamentarian and other organizations tended to have significantly lower importance ratings. Those areas that had significant stakeholder group differences were:
  - “Helping to strengthen the private sector”;
  - “Helping to strengthen the regulatory framework”;
  - “Helping to strengthen the judicial system”;
  - “Helping to strengthen the health sector”; and
  - “Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies”.

## V. Perceived Overall Value of the World Bank (continued)

### Importance (continued)

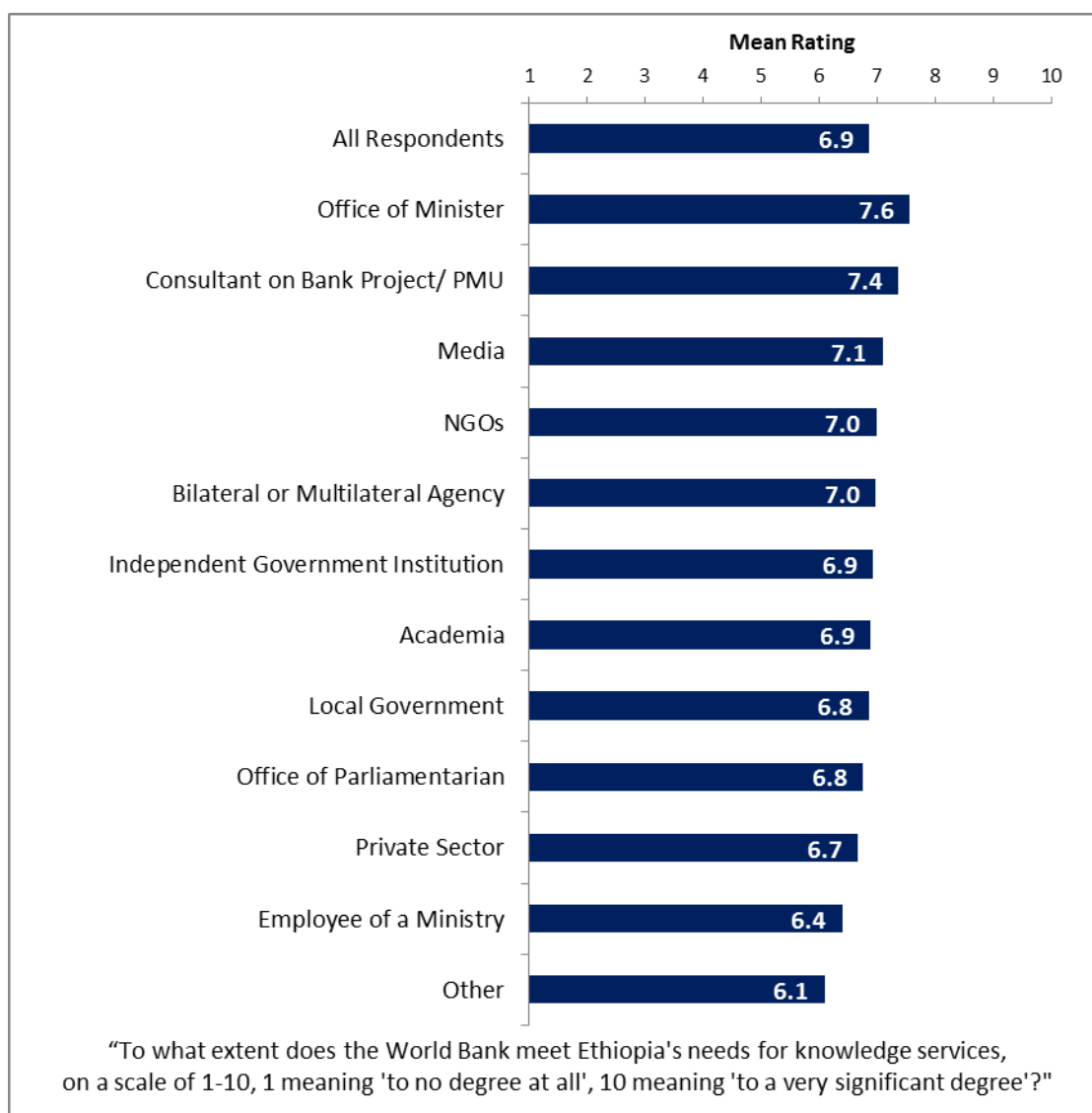
- Respondents in this year's survey had lower importance ratings compared to respondents from the FY '06 country survey for all areas, significantly so for all except "Helping to strengthen the judicial system" and "Helping to strengthen the social protection sector".



## VI. Overall Impressions of the World Bank

### Meeting Ethiopia's Knowledge Needs

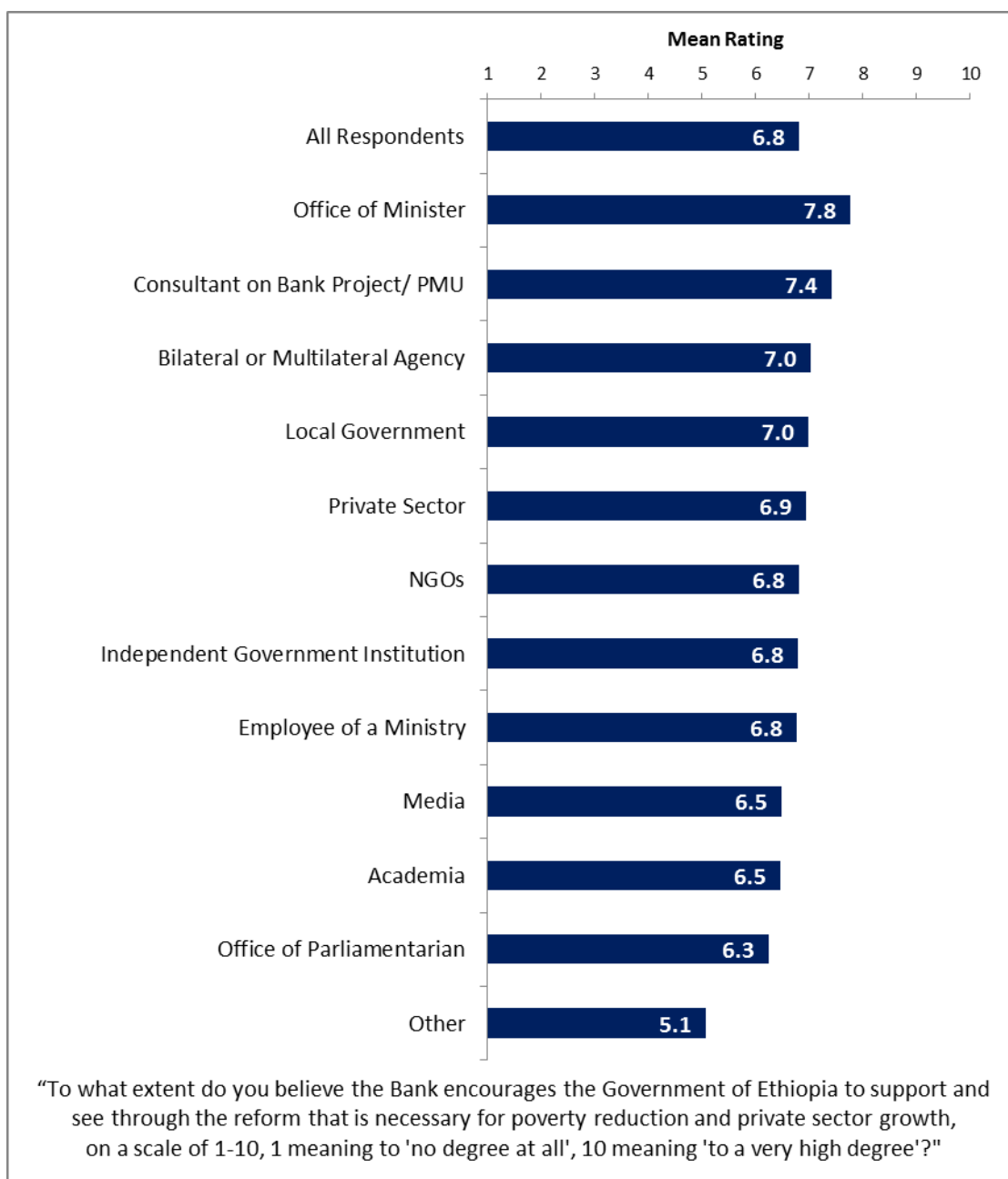
- Across all respondents, the extent to which the Bank meets Ethiopia's needs for knowledge services received a mean rating of 6.9 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from the office of a Minister and had the highest ratings for the Bank meeting Ethiopia's needs for knowledge services whereas respondents from other organizations had the lowest ratings.



## VI. Overall Impressions of the World Bank

### Encouraging Government to Support Reforms

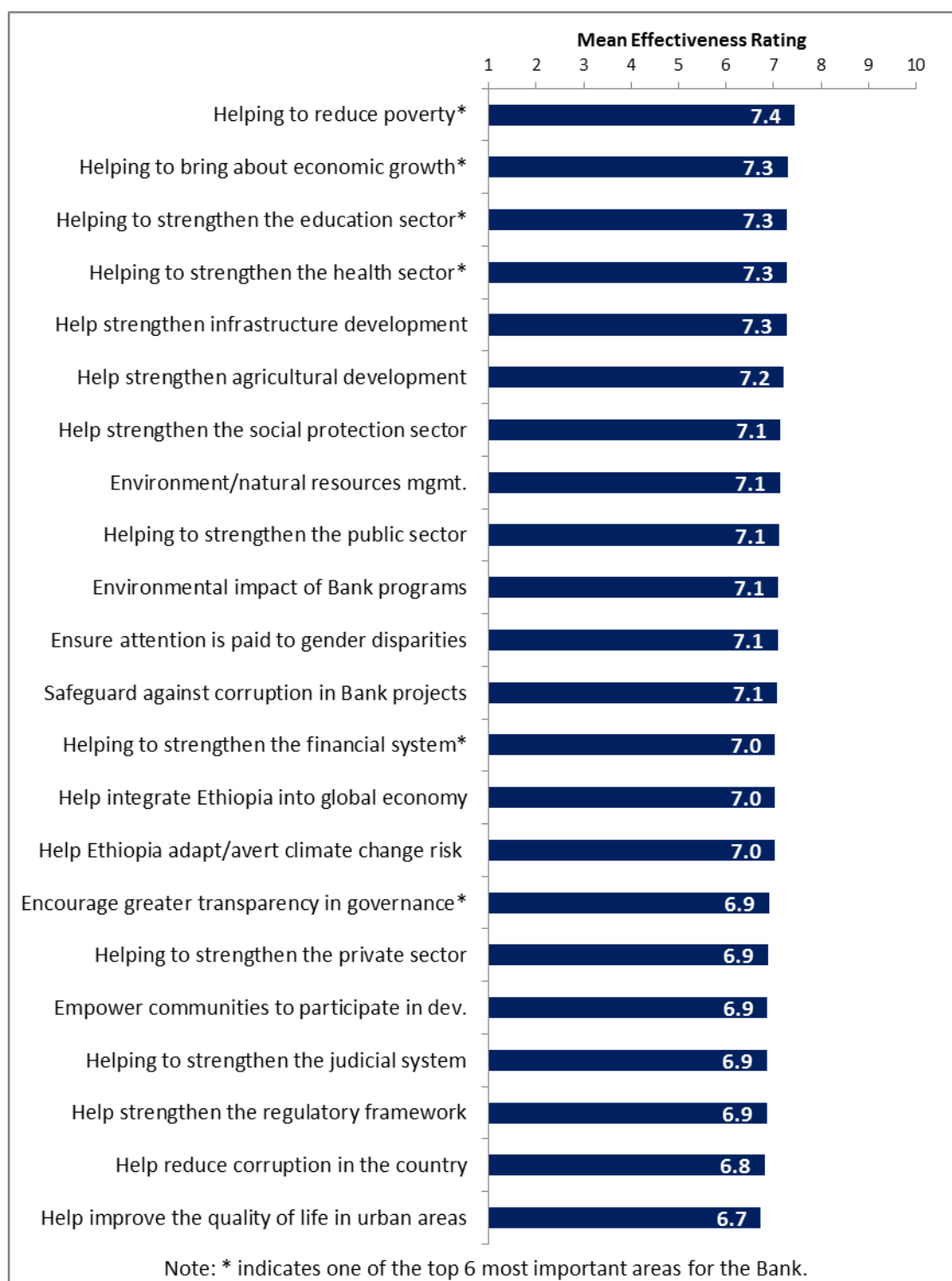
- Across all respondents, the extent to which the World Bank encourages the government of Ethiopia to support and see through the reform necessary for poverty reduction and private sector growth received a mean rating of 6.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very high degree.
  - Respondents from the office of a Minister and consultants/contractors working on World Bank supported projects/PMUs had the highest ratings for the Bank encouraging Ethiopia's government to see through necessary reforms whereas respondents from other organizations had significantly lower ratings.



## VI. Overall Impressions of the World Bank (continued)

### Specific Areas of Effectiveness

- Respondents saw the Bank as most effective in helping to reduce poverty, receiving a mean rating of 7.4, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

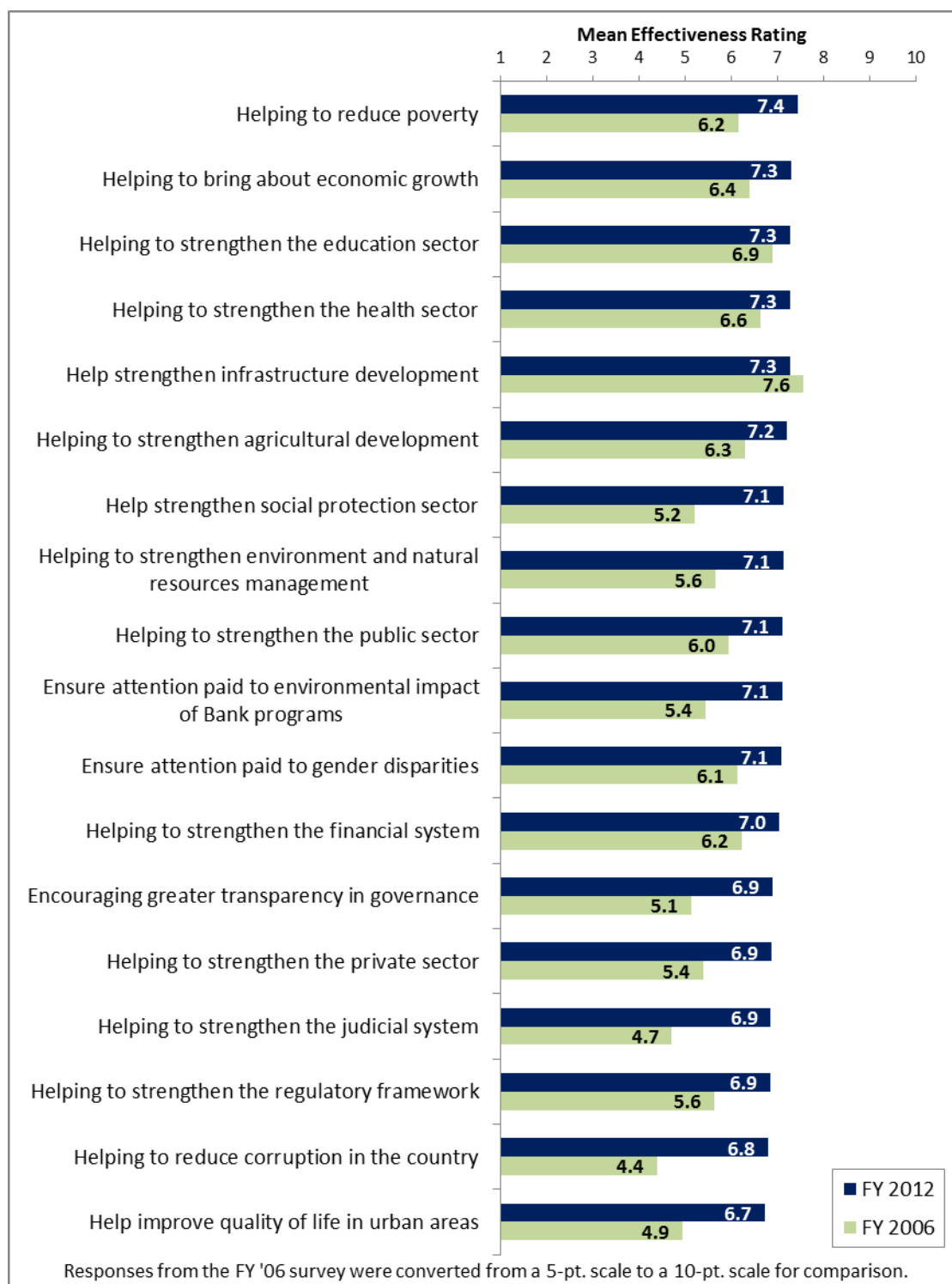
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across all but four of these twenty-two areas. For the most part, consultants/contractors working on World Bank supported projects/PMUs and respondents from independent government institutions tended to give the highest ratings for the Bank's effectiveness whereas respondents from other organizations tended to give significantly lower ratings for the Bank's effectiveness. Those areas for which there were *not* significant stakeholder group differences were:
  - "Helping to strengthen the education sector";
  - "Helping to strengthen the health sector";
  - "Helping to strengthen infrastructure development"; and
  - "Helping to strengthen social protection sector".

## VI. Overall Impressions of the World Bank (continued)

### Specific Areas of Effectiveness (continued)

- Effectiveness ratings in this year's survey were significantly higher than in the FY '06 country survey for all areas except "Helping to strengthen infrastructure development".



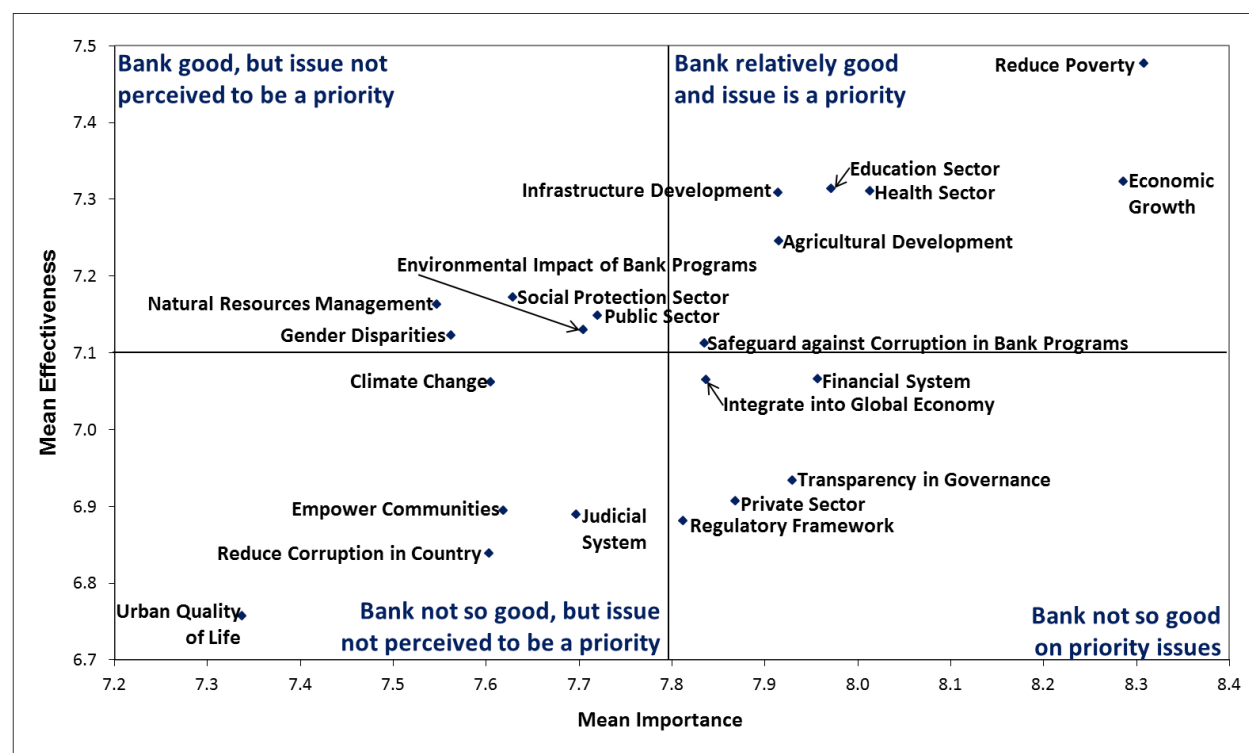


## VI. Overall Impressions of the World Bank (continued)

### Importance versus Effectiveness – Sector Analysis

By plotting respondents' ratings of importance versus effectiveness, one can assess where respondents perceived the Bank to be performing well on priority issues in Ethiopia, as well as areas in which respondents perceived the Bank to not be performing so well on priority issues, areas in which respondents perceived the Bank was performing well, but on lower priority issues, and areas in which respondents perceived the Bank to not be performing so well on lower priority issues.

- **Bank relatively good and issue is a priority:** Areas in this quadrant are those that respondents indicated a high level of importance and gave the Bank a *relatively* high rating of effectiveness (although it should be noted that ratings of effectiveness were nearly a point lower than ratings of importance). It is important that the Bank continue to do well in these areas (in order of mean importance):
  - Helping to reduce poverty;
  - Helping to bring about strong economic growth;
  - Helping to strengthen the health sector;
  - Helping to strengthen the education sector;
  - Helping to strengthen agricultural development;
  - Helping to strengthen the infrastructure development; and
  - Safeguard against corruption in projects/programs that it funds with its procurement rules (although this is on the borderline of the Bank being not so good).



## VI. Overall Impressions of the World Bank (continued)

### Importance versus Effectiveness – Sector Analysis (continued)

- **Bank not so good on priority issues:** Areas in this quadrant were those for which respondents indicated a high level of importance, but gave the Bank a relatively low rating of effectiveness. These areas were (in order of mean importance):
  - Helping to strengthen the financial system;
  - Encouraging greater transparency in governance;
  - Helping to strengthen the private sector;
  - Helping to integrate Ethiopia into the global economy; and
  - Helping to strengthen the regulatory framework.
- **Bank not so good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents gave the Bank a relatively low rating of effectiveness and a moderate level of importance. These areas were (in order of mean importance):
  - Helping to strengthen the judicial system;
  - Helping to empower communities to participate in their own development;
  - Helping Ethiopia adapt to/avert risk of climate change;
  - Helping to reduce corruption in the country with its advice and support; and
  - Helping to improve the quality of life in urban and rural areas.
- **Bank good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents indicated a moderate level of importance, but gave the Bank a relatively high rating of effectiveness. These areas were (in order of mean importance):
  - Helping to strengthen the public sector;
  - Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies;
  - Helping to strengthen the social protection sector;
  - Ensuring that attention is paid to gender disparities; and
  - Helping to strengthen environment and natural resources management.

## VI. Overall Impressions of the World Bank (continued)

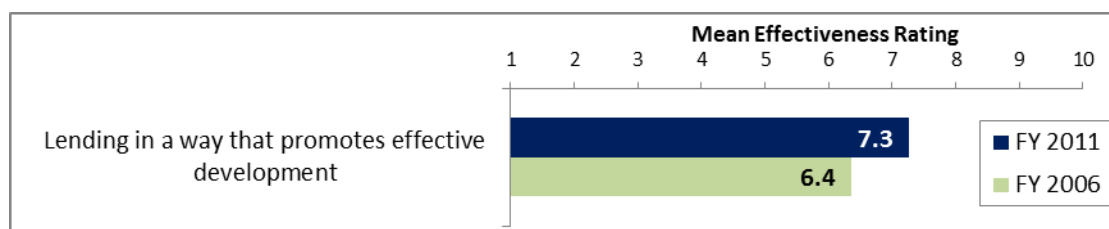
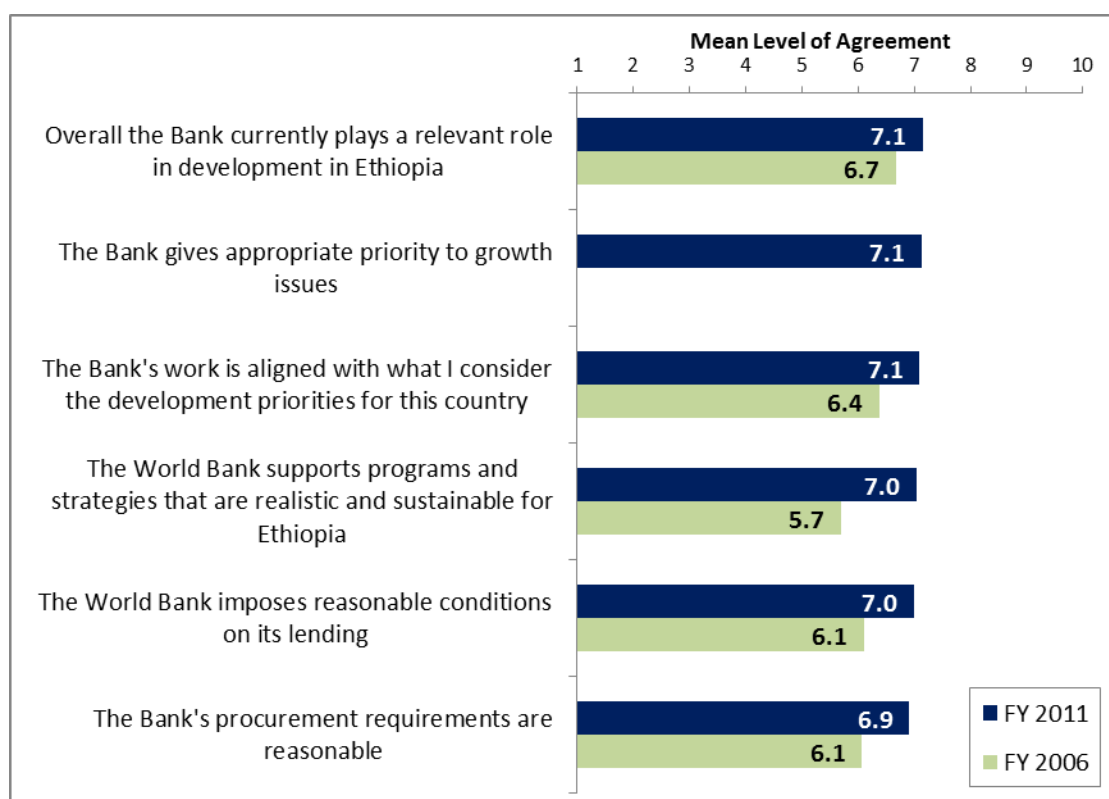
Respondents were asked a variety of questions regarding the Bank's programs, poverty mission, personal relationships, collaborations/partnerships, knowledge, and day-to-day operations.

- There were significant differences between respondents from the FY '06 country survey and respondents from this year's country survey across nearly all of these areas. Respondents in this year's country survey had higher ratings for most of these areas compared to respondents from the FY '06 country survey. However, it should be noted that respondents from the FY '06 country survey did have significantly higher ratings for the Bank's effectiveness at "Technical competence" and "Producing knowledge and research that are useful" compared to respondents from this year's survey. Those areas which did *not* have significant differences between the two country surveys were:
  - "Making the results of studies and analyses readily available";
  - "Sharing knowledge about international best practices";
  - "Straightforwardness in its dealings with you";
  - "Giving appropriate priority to poverty reduction";
  - "The Bank effectively monitors and evaluates the projects and programs it supports";
  - "The Bank and partners in government collaborate well together on Bank supported programs and projects in Ethiopia"; and
  - "The Bank helps to strengthen institutional capacity".
- There were significant stakeholder differences in their ratings of the Bank across many areas. For the most part, consultants/contractors working on World Bank supported projects/PMUs and respondents from the office of a Minister and independent government institutions tended to give the highest ratings for the Bank whereas respondents from the office of a Parliamentarian and other organizations tended to give significantly lower ratings for the Bank. Those areas for which there were significant stakeholder group differences were:
  - "The World Bank supports programs and strategies that are realistic and sustainable for Ethiopia";
  - "The World Bank collaborates well with other donors here";
  - "The World Bank is responsive";
  - "The World Bank's work promotes country ownership of development strategies";
  - "The Bank's work promotes the empowerment of poor people to participate in development";
  - "Ability to adapt its knowledge to your country's needs";
  - "Providing sound policy and economic advice";
  - "Straightforwardness in its dealings with you";
  - "Maintaining consistent messages";
  - "Promoting the inclusion of local communities in the development of strategies";
  - "Promoting the inclusion of civil society in the development of strategies";
  - "Promoting the inclusion of private sector in the development of strategies";
  - "Lending in a way that promotes effective development";
  - "The Bank effectively monitors and evaluates the projects and programs it supports";
  - "The Bank helps to build capacity of government officials"; and
  - "The Bank helps to strengthen institutional capacity".
- Ratings for all stakeholder groups and across country surveys can be found in the Appendix.

## VI. Overall Impressions of the World Bank (continued)

### Bank Programs in Ethiopia

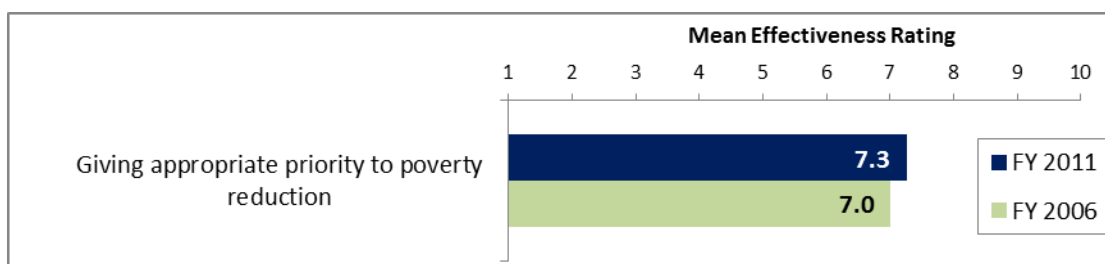
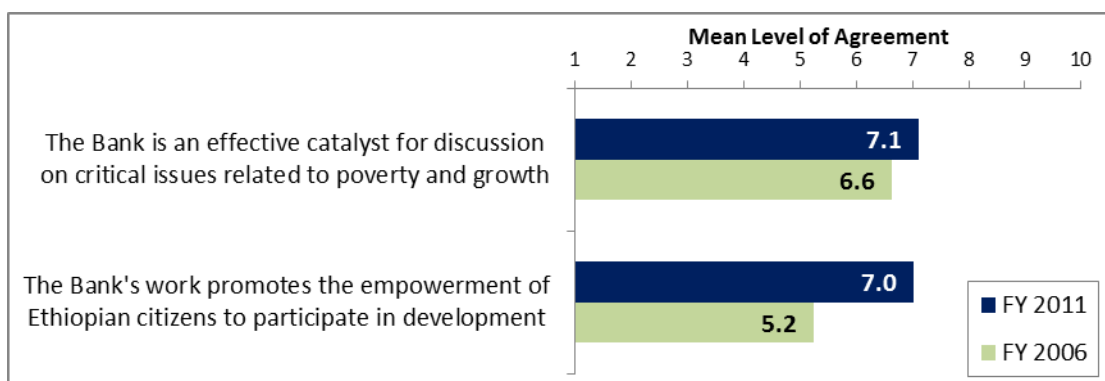
- In terms of the Bank's programs in Ethiopia, the Bank overall playing a relevant role in development in Ethiopia, the Bank giving appropriate priority to growth issues, and the Bank's work being aligned with respondents' development priorities all received the highest mean level of agreement, 7.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at lending in a way that promotes effective development received a mean rating of 7.3 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Poverty Mission

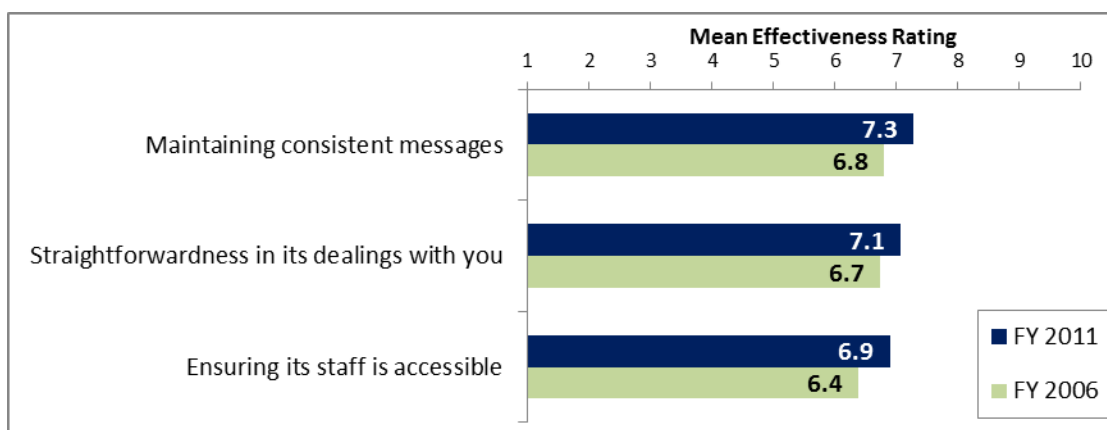
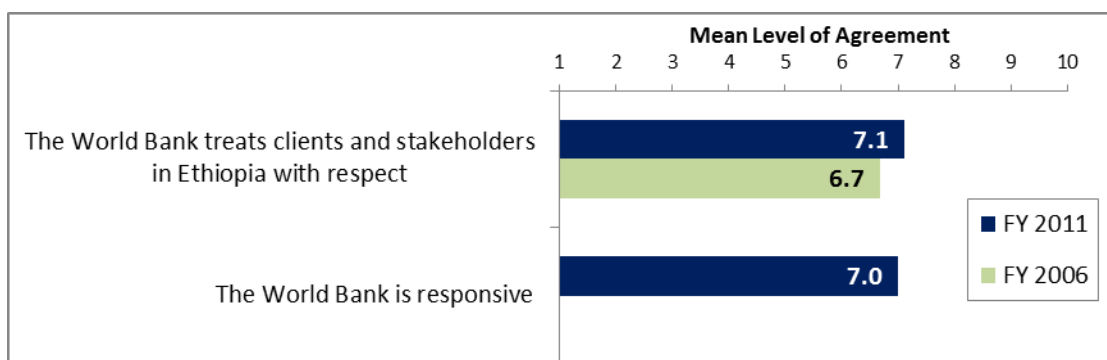
- In terms of the Bank's poverty mission in Ethiopia, the Bank being an effective catalyst for discussion on critical issues related to poverty and growth received the highest mean level of agreement, 7.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at giving appropriate priority to poverty reduction received a mean rating of 7.3 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Personal Relationships

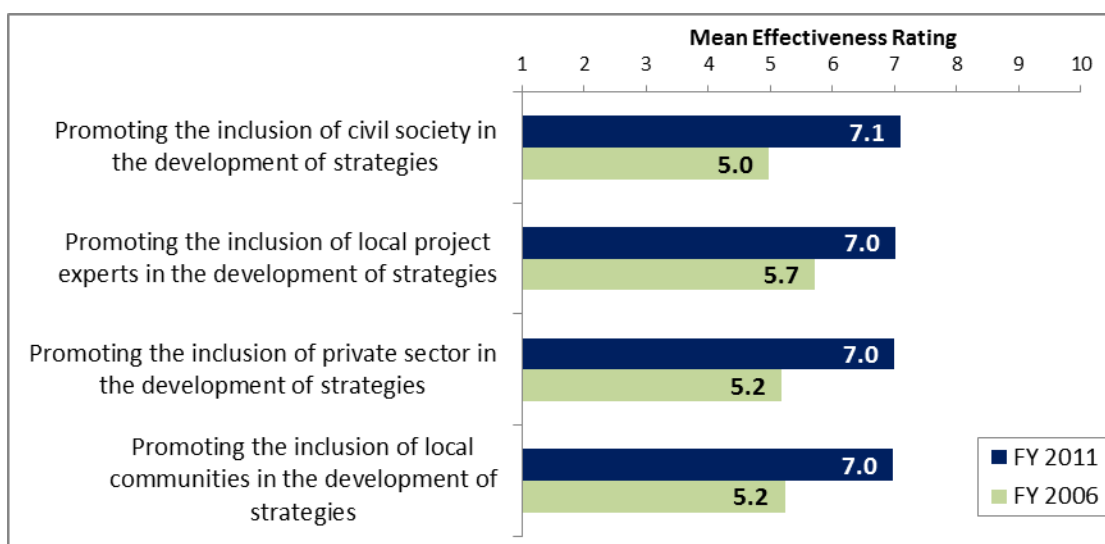
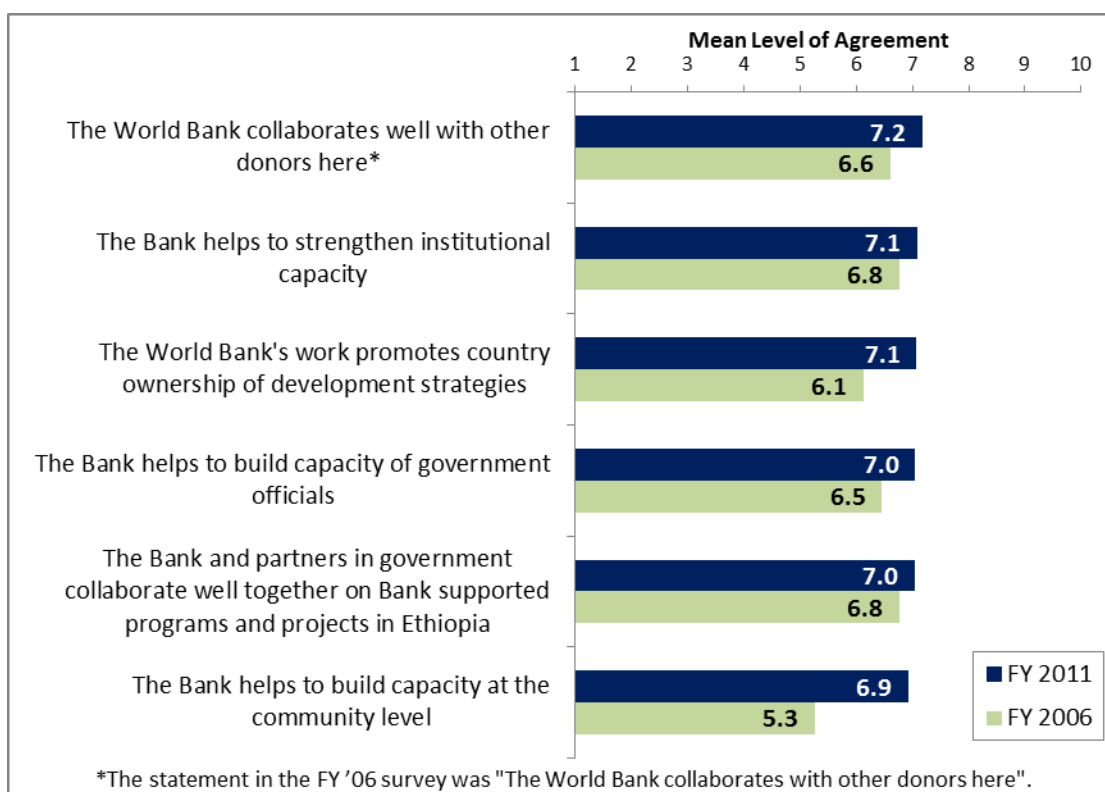
- In terms of the Bank's personal relationships in Ethiopia, the Bank treating clients and stakeholders in Ethiopia with respect received the highest mean level of agreement, 7.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- In terms of maintaining relationships with clients and stakeholders in Ethiopia, the Bank's effectiveness at maintaining consistent messages received the highest mean rating, 7.3, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Collaboration/Partnerships

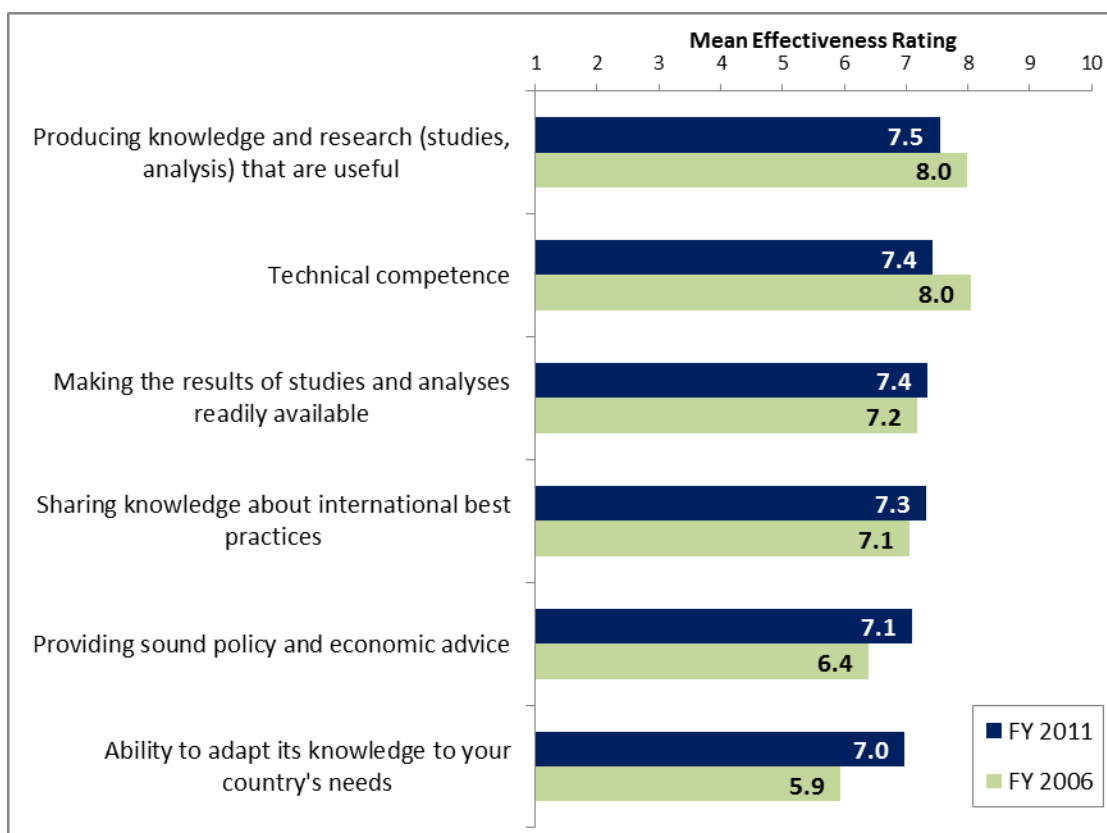
- In terms of the Bank's collaborations in Ethiopia, the Bank collaborating well with other donors received the highest mean level of agreement, 7.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at promoting the inclusion of civil society in strategy development received the highest mean rating of 7.1 on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Knowledge

- In terms of the Bank's effectiveness at being a knowledge base in Ethiopia, the Bank's ability to produce knowledge and research that are useful received the highest mean rating, 7.5, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.

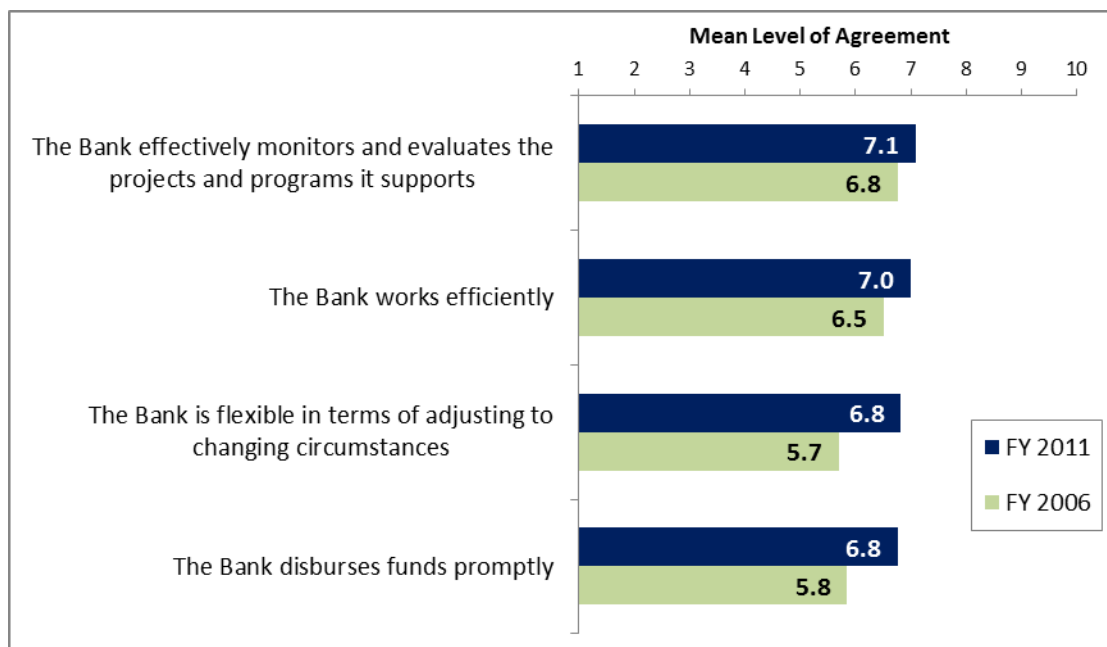




## VI. Overall Impressions of the World Bank (continued)

### Day-to-Day Operations

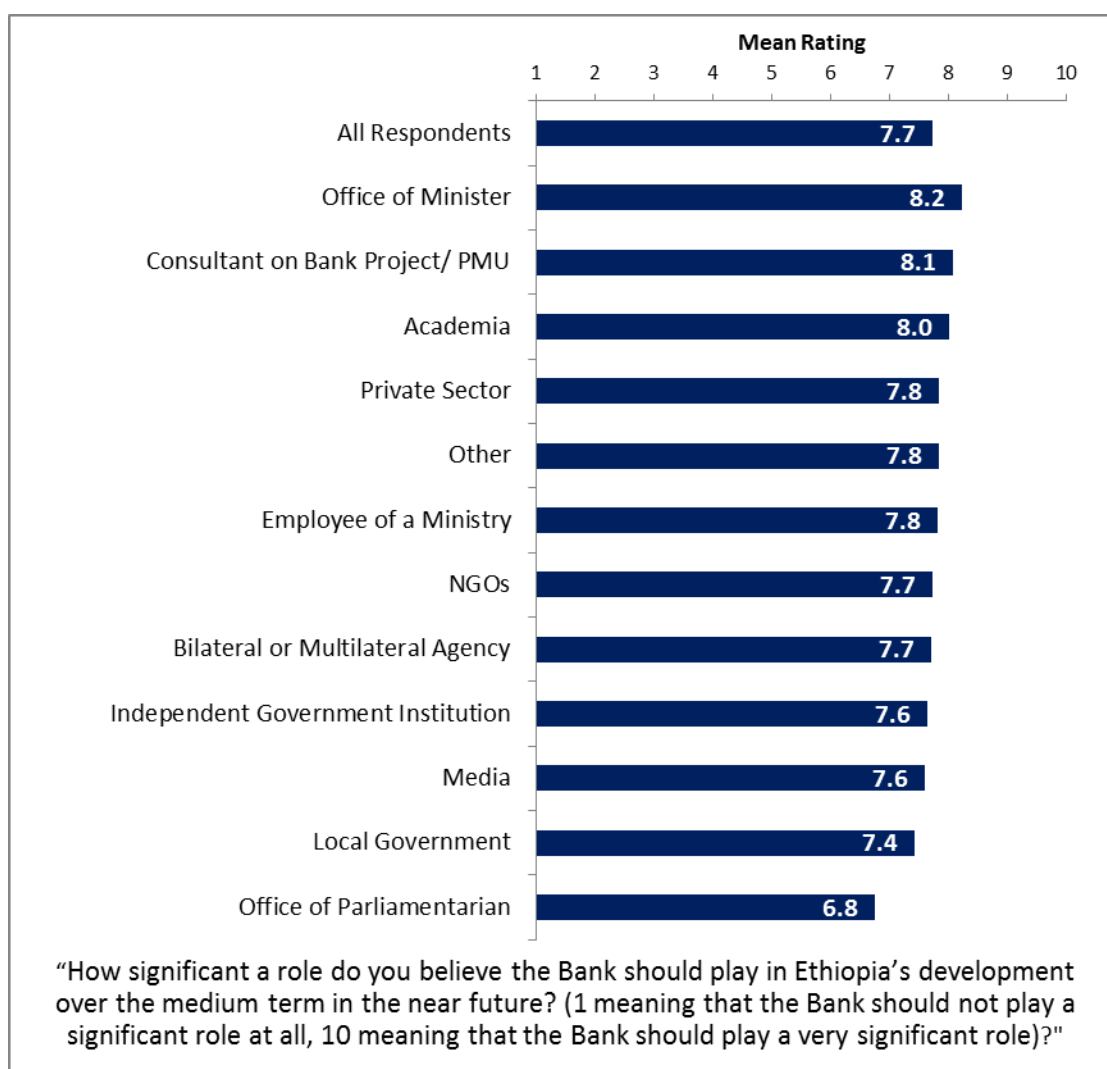
- In terms of the Bank's day-to-day operations in Ethiopia, the Bank effectively monitoring and evaluating its projects received the highest mean level of agreement, 7.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



## VII. The Future Role of the World Bank in Ethiopia

### Role Significance

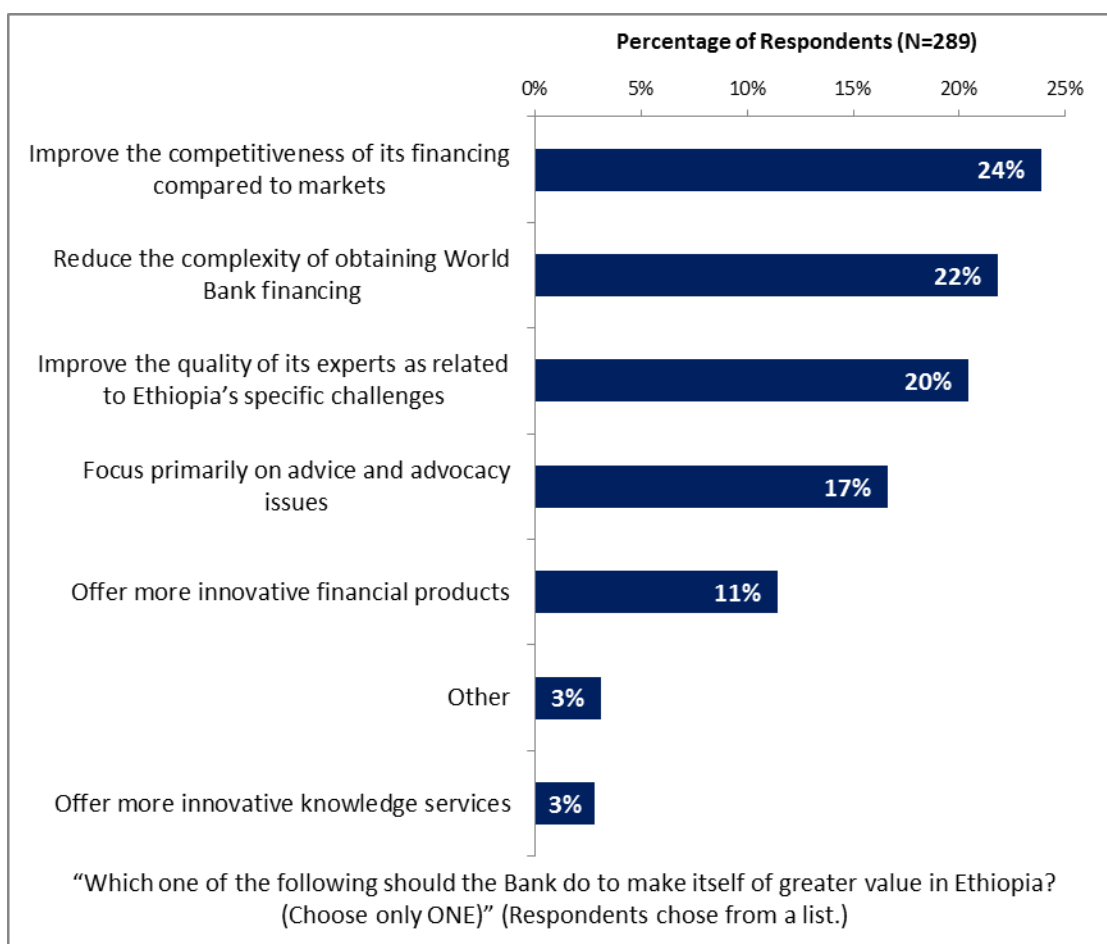
- The Bank was expected to play a fairly significant role in Ethiopia's development over the medium term, receiving a mean rating of 7.7 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.
  - Although it was not a significant difference, respondents from the office of a Minister gave the highest ratings for the Bank's role significance whereas respondents from the office of a Parliamentarian gave the lowest ratings.



## VII. The Future Role of the World Bank in Ethiopia (continued)

### Making the Bank of Greater Value

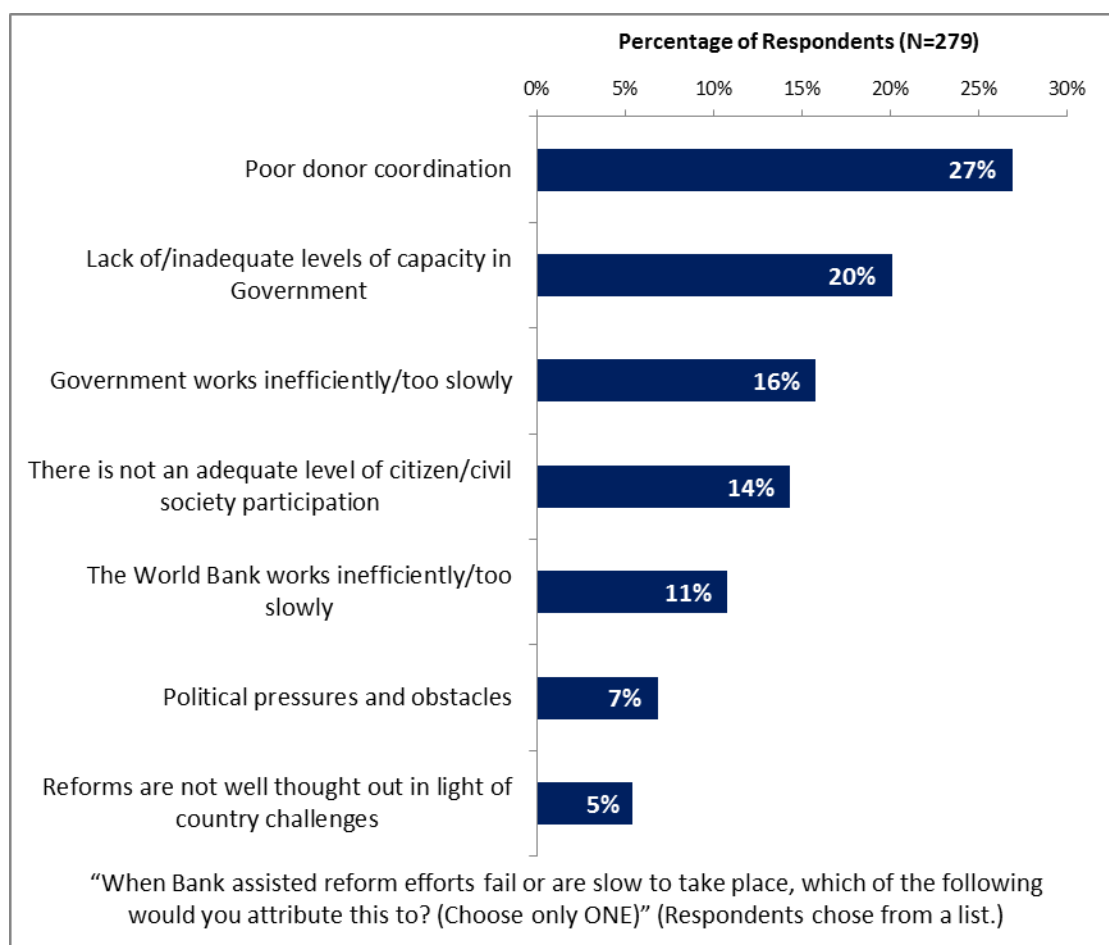
- Respondents indicated that the World Bank should improve the competitiveness of its financing compared to markets, reduce the complexity of obtaining Bank financing, and improve the quality of its experts as related to Ethiopia's specific challenges to make itself of greater value in Ethiopia. Respondents also indicated that the Bank should focus primarily on advice and advocacy issues to make itself of greater value.



## VII. The Future Role of the World Bank in Ethiopia (continued)

### Attributing Slow or Failed Reform Efforts

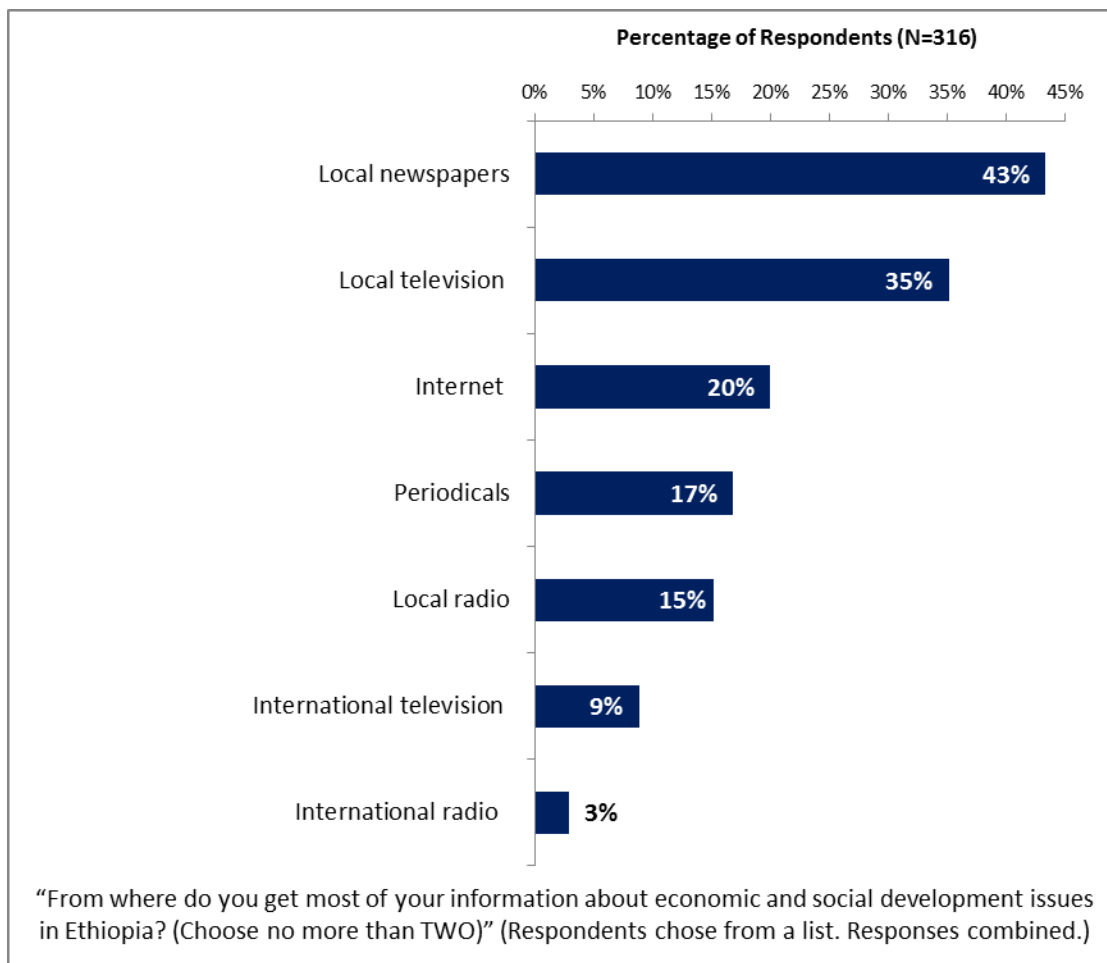
- When World Bank assisted reform efforts fail or are slow to take place, respondents indicated that they most often attribute this to poor donor coordination. Respondents also indicated that lack of or inadequate government capacity, or the government working inefficiently or too slowly can also lead to Bank assisted reform efforts failing or taking place slowly.



## VIII. Communication and Outreach

### Information Sources

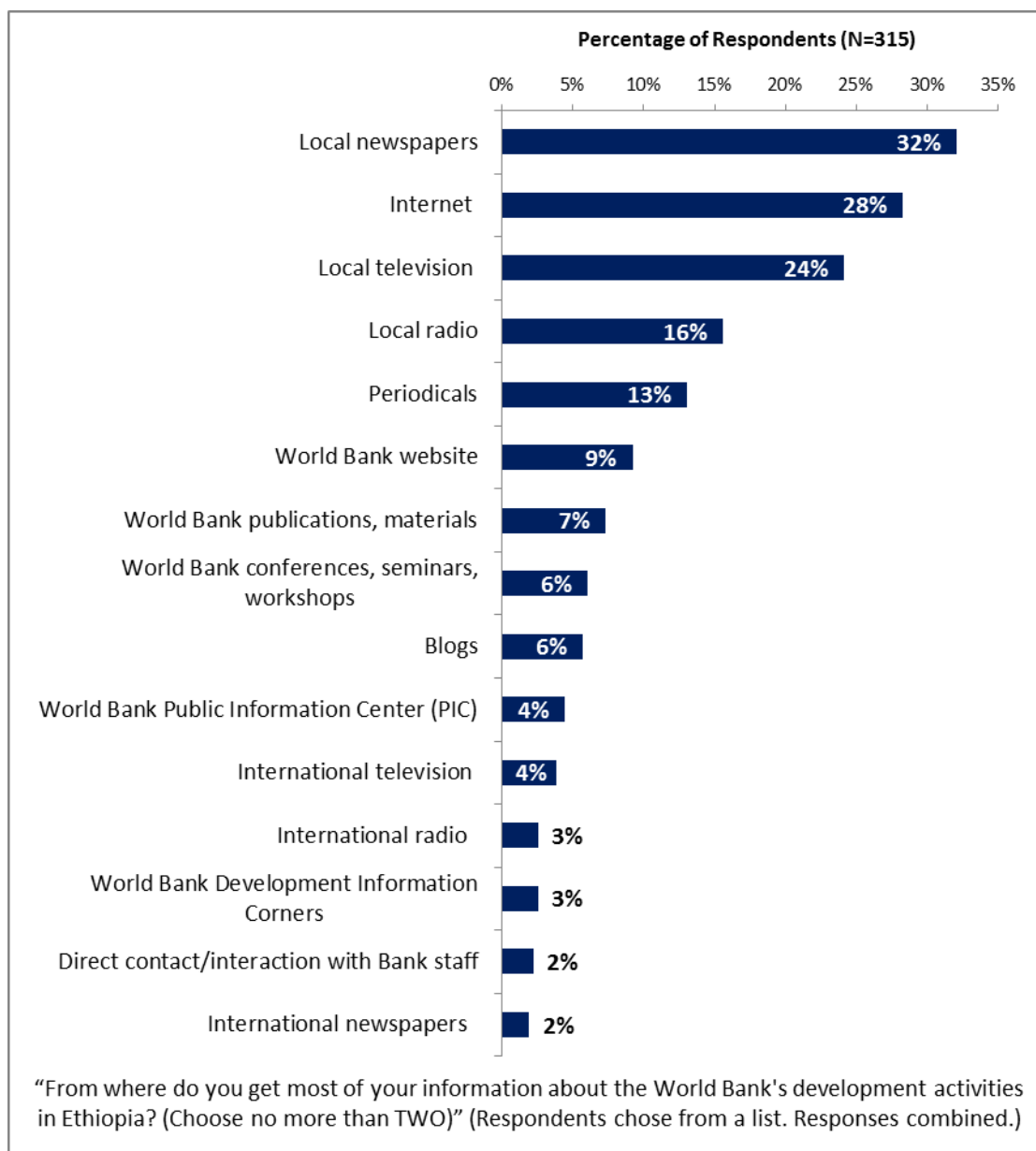
- Nearly half of all respondents indicated that they got most of their information about economic and social development issues in Ethiopia from local newspapers. Local television was also a popular information source.



## VIII. Communication and Outreach (continued)

### Information Sources (continued)

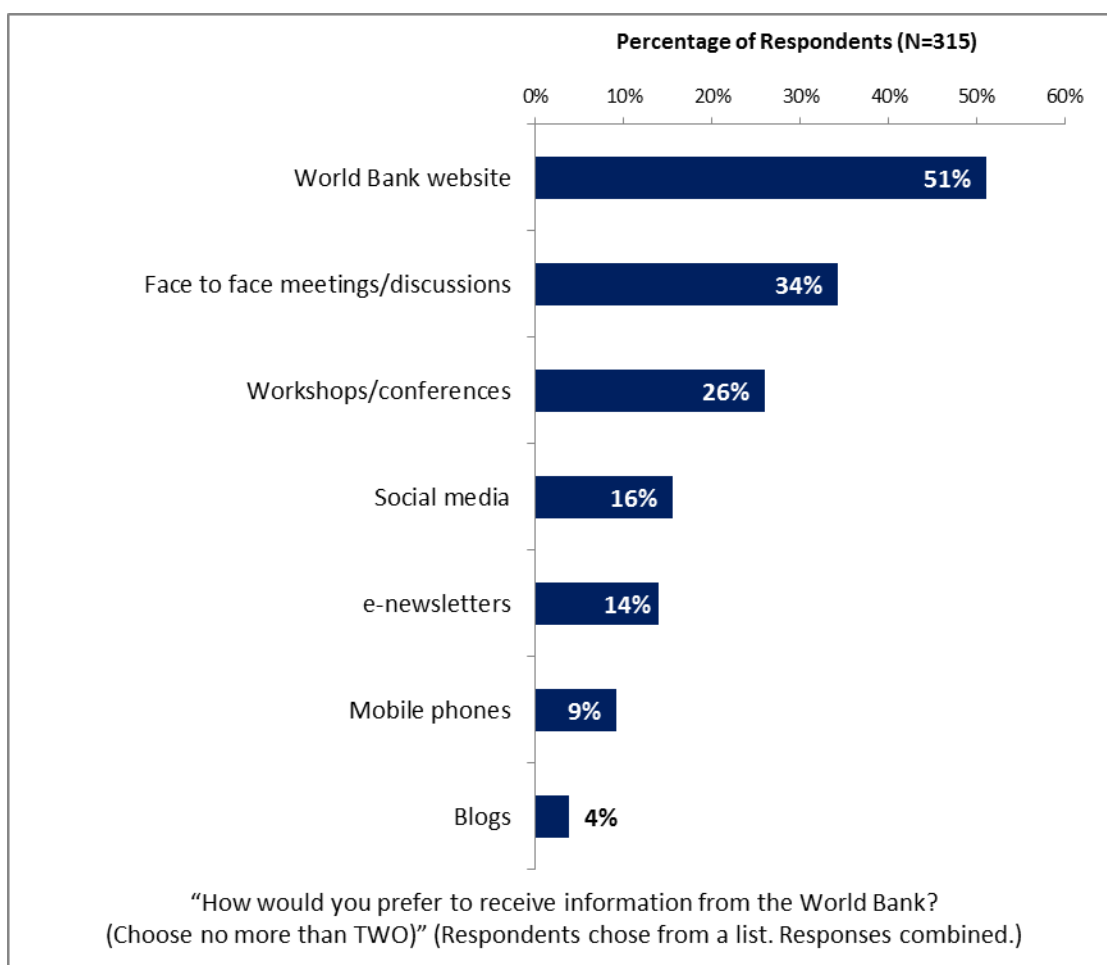
- Respondents were again most likely to utilize local newspapers for information about the Bank's development activities in Ethiopia. The Internet and local television were also popular information sources.



## VIII. Communication and Outreach (continued)

### Information Sources (continued)

- When asked how they would prefer to receive information from the World Bank, over half of all respondents indicated that they preferred the World Bank website. Face-to-face meetings or discussions and workshops or conferences were also popular preferred information sources.



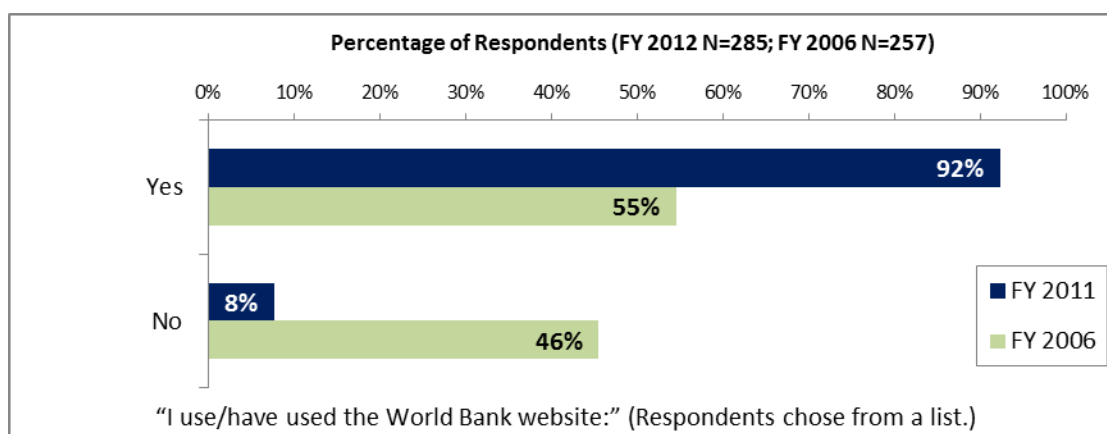
## VIII. Communication and Outreach (continued)

### Internet Access

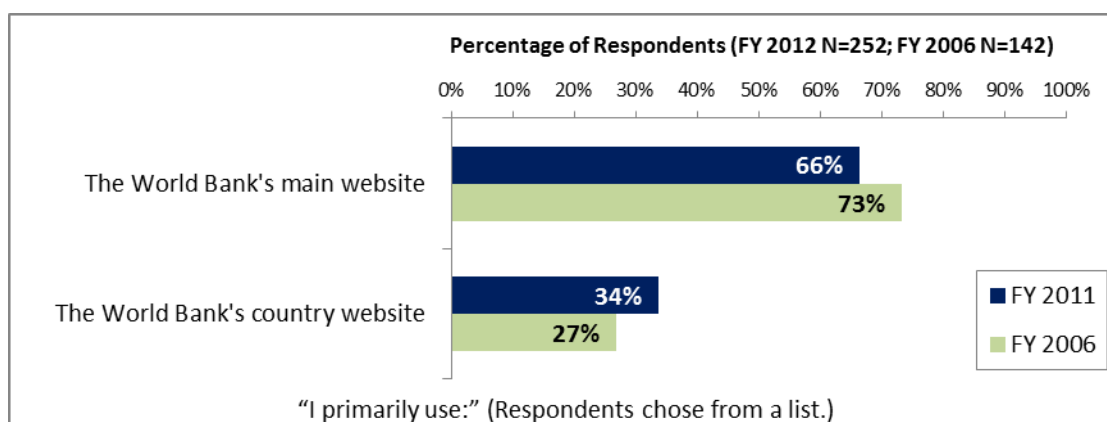
- The vast majority of all respondents indicated that they had access to the Internet (99%).

### Website Usage

- Nearly all respondents indicated that they had used the Bank's website, significantly more than respondents in the FY '06 country survey.
  - Respondents from other organizations had significantly lower rates of usage for the World Bank's website compared to those from other stakeholder groups.



- Of those respondents who used the Bank's website, the majority indicated that they used the World Bank's main website. This is statistically similar to the website usage reported by respondents in the FY '06 country survey.
  - Respondents across all stakeholder groups had statistically similar rates of usage for the World Bank's main and country websites.

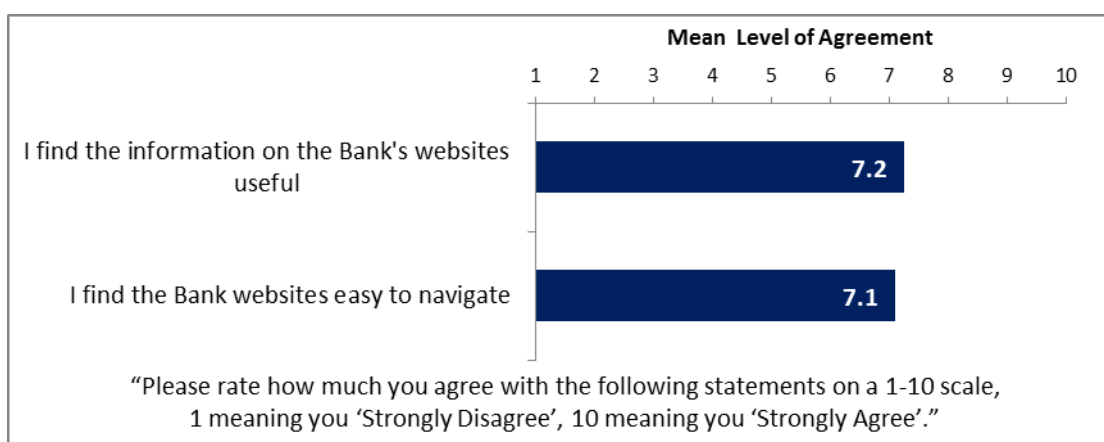




## VIII. Communication and Outreach (continued)

### Website Evaluation

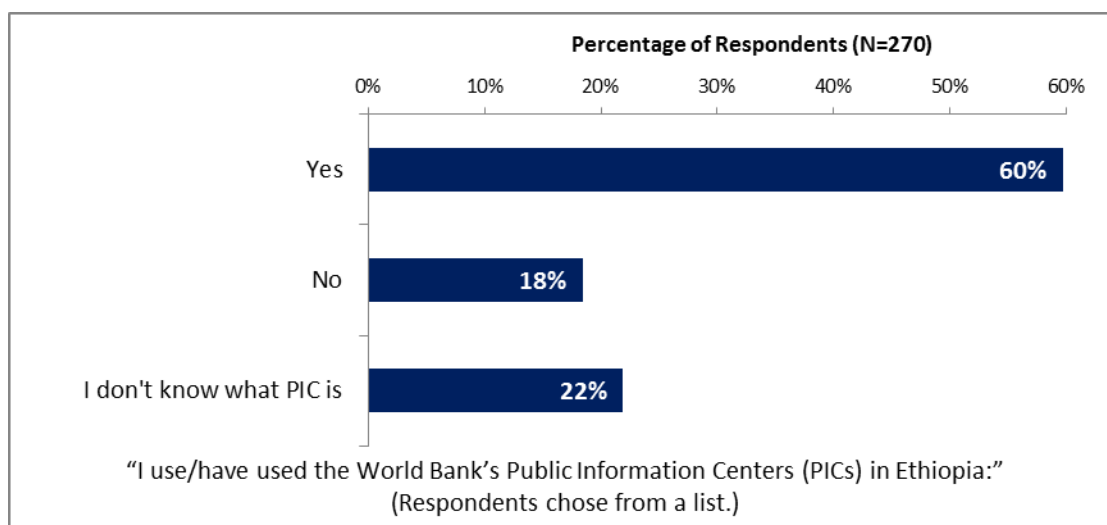
- Among those respondents who utilized the World Bank's websites, agreement that respondents find the Bank's websites useful received the highest mean rating, 7.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents from academia had the highest levels of agreement that they find the Bank websites easy to navigate whereas respondents from the office of a Parliamentarian had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that they find the information on the Bank's websites useful.



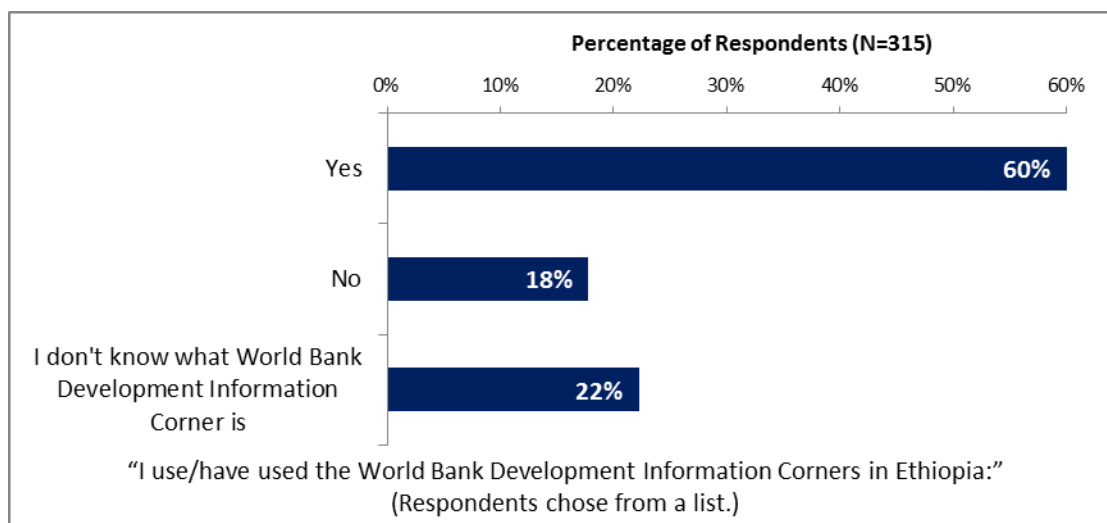
## VIII. Communication and Outreach (continued)

### Public Information Centers (PICs)/Development Information Corners

- Nearly two-thirds of all respondents indicated that they had used the Bank's PICs in Ethiopia; however, 22% of all respondents were unaware of the Bank's PICs. This is significantly higher than the 18% of respondents in the FY '06 survey who indicated that they used the Bank's PICs.
  - Respondents across all stakeholder groups had statistically similar rates of usage for the Bank's PICs.



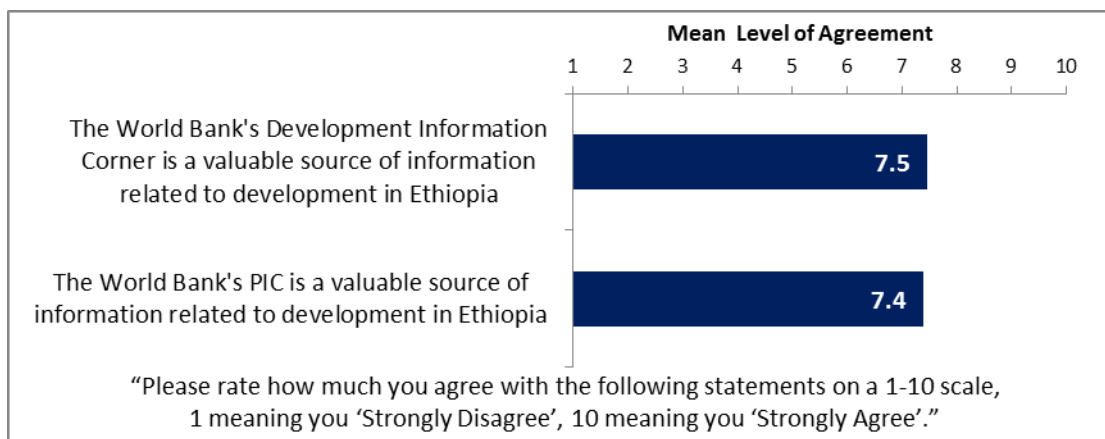
- Nearly two-thirds of all respondents also indicated that they had used the Bank's Development Information Corners in Ethiopia; again, 22% of all respondents were unaware of the Bank's Development Information Corners.
  - Respondents from the office of a Minister and other organizations had significantly lower rates of usage for the Bank's Development Information Corners compared to respondents from other stakeholder groups.



## VIII. Communication and Outreach (continued)

### Public Information Centers (PICs)/Development Information Corners (continued)

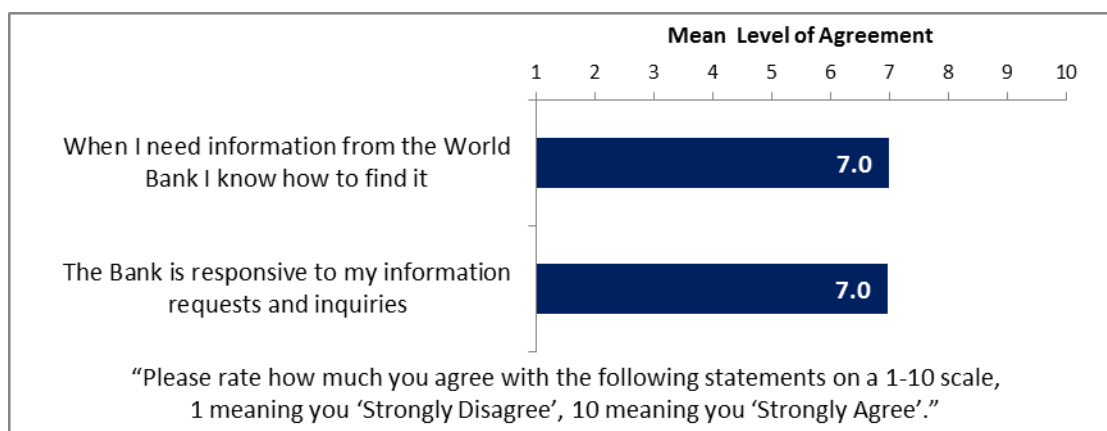
- Of those respondents who used the Bank's Development Information Corners and PICs, both being a valuable source of information related to development in Ethiopia received mean levels of agreement of 7.5 and 7.4, respectively, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Consultants/contractors working on World Bank supported projects/PMUs and respondents from private sector, NGOs, and academia had the highest levels of agreement that the Bank's Development Information Corners are a valuable source of information whereas respondents from the office of a Parliamentarian and other organizations had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement regarding the value of the Bank's PICs.



## VIII. Communication and Outreach (continued)

### Communication and Outreach Efforts

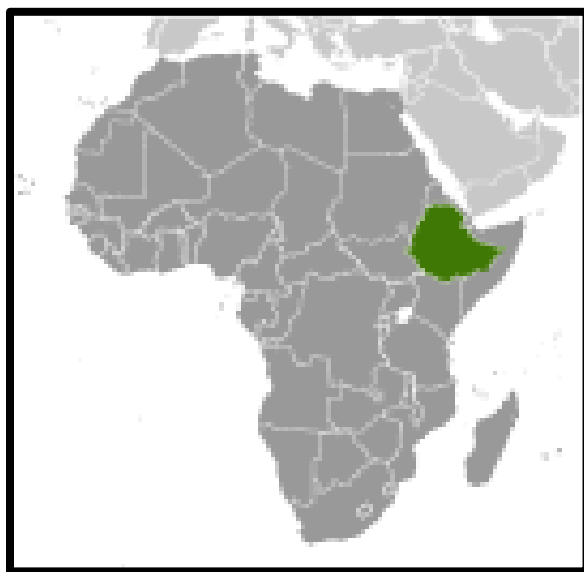
- In terms of the Bank's communication and outreach efforts in Ethiopia, respondents had the same level of agreement that "When I need information from the World Bank I know how to find it" and that "The Bank is appropriately responsive to my information requests and inquiries", both receiving a mean rating of 7.0, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Consultants/contractors working on World Bank supported projects/PMUs and respondents from bilateral or multilateral agencies, local government, and NGOs had the highest levels of agreement that "The Bank is appropriately responsive to my information requests and inquiries" whereas employees of ministries and respondents from the office of a Parliamentarian and other organizations had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that "When I need information from the World Bank I know how to find it".



## IX. Appendices

A. Responses to All Questions across All Respondents .....	54
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D. World Bank Client Survey 2012 – Ethiopia Questionnaire .....	86

### ETHIOPIA



## Appendix A: Responses to All Questions across All Respondents

Total Response Number = 326

### A. Background Information

1. Which of the following best describes your current position?	Percentage of Respondents
NGOs	20.1%
Local Government	16.7%
Private Sector Organization	15.2%
Employee of a Ministry	9.0%
Bilateral or Multilateral Agency	8.7%
Media	7.4%
Academia	5.6%
Independent Government Institution	4.3%
Office of Minister	3.1%
Consultant on Bank Project	2.5%
Other	2.5%
Project Management Unit	1.9%
Office of Parliamentarian	1.5%
Trade Union	1.2%
Judiciary	0.3%

2. Please identify the primary specialization of your work.	Percentage of Respondents
Health	15.8%
Economic Management	14.5%
Education	11.7%
Finance, Banking, Insurance	9.8%
Communications, Information Services	9.5%
Infrastructure	8.5%
Agriculture, Agribusiness, Forestry	6.3%
Commerce, Trade and Manufacturing	6.0%
Environment, Natural Resource Management	5.4%
Legislature, Politics	4.4%
Other Social Services	3.5%
Law, Justice	3.2%
Other	1.6%

Familiarity with the World Bank	N	Mean	SD
3. How familiar are you with the work of the World Bank in Ethiopia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	319	6.58	1.46

4. Which of the following best describes your to the World Bank in Ethiopia?	Percentage of Respondents
Very familiar (collaborated, part of my professional duties, etc.)	46.7%
Fairly familiar (personal interest, follow the press)	44.8%
Superficially (occasional press news, informal sources, etc.)	8.5%

**A. Background Information (continued)**

5. How long have you been involved with (or a close observer of) the World Bank's activities?	Percentage of Respondents
Less than one year	12.6%
One to three years	39.9%
More than three years	47.5%

6. Which best represents your geographic location?	Percentage of Respondents
Addis Ababa	93.8%
Amhara	1.9%
Southern Nations Nationalities and Peoples' Regional State	1.2%
Tigray	1.2%
Oromia	0.9%
Other	0.9%

7. Which best describes your age?	Percentage of Respondents
18-25	1.9%
26-35	4.4%
36-45	35.6%
46+	58.1%

**B. General Issues facing Ethiopia**

1. In general, would you say that Ethiopia is currently headed...	Percentage of Respondents
In the right direction	69.8%
In the wrong direction	19.8%
Have no real opinion	6.8%
Don't know	3.7%

In general, would you say that Ethiopia is currently headed in the right direction in terms of... (Asked on a 4-pt. scale, 1 meaning "Strongly disagree", 4 meaning "Strongly agree".)	N	Mean	SD
2. sustaining economic recovery and promoting growth	325	2.94	.86
3. improving governance	325	2.84	.91
4. delivering better services to the poor	305	3.03	.81
5. reducing corruption	316	2.83	.85
6. ensuring that all children have access to education	316	3.05	.82
7. ensuring adequate and productive infrastructure	316	3.03	.84
8. ensuring access to clean water	317	3.03	.80
9. reducing gender disparities	307	3.03	.80
10. increasing voice and participation of the citizens	315	2.69	1.02
11. responsive leadership	317	2.59	1.00

**B. General Issues facing Ethiopia (continued)**

<b>12. In general, over the past five years would you say that your economic status/standard of living has...</b>	<b>Percentage of Respondents</b>
Improved	62.8%
Worsened	28.1%
Stayed the same	9.1%

<b>13. In general, over the next five years do you expect the standard of living in Ethiopia...</b>	<b>Percentage of Respondents</b>
To improve	61.9%
To worsen	25.4%
Stay the same	6.5%
Don't have an opinion	3.4%
Don't know	2.8%

<b>14. Over the next five years do you expect your own economic status/standard of living to...</b>	<b>Percentage of Respondents</b>
Improve	64.6%
Worsen	27.6%
Stay the same	7.8%

<b>15. Please identify which one of these you consider the <i>first (second)</i> most important development priority.</b>	<b>Percentage of Respondents</b>		
	<b><i>Most Important</i></b>	<b><i>2<sup>nd</sup> Most Important</i></b>	<b><i>Combined</i></b>
Government effectiveness/Improving governance	23.7%	3.2%	26.9%
Reducing poverty	9.5%	13.9%	23.4%
Economic growth	19.4%	3.9%	23.3%
Agriculture development	2.8%	13.5%	16.3%
Enhancing the opportunity for private sector growth/investment	1.1%	14.2%	15.3%
Increasing employment/ income generating opportunities	1.4%	12.1%	13.5%
Reducing corruption	8.5%	1.8%	10.3%
Increasing access to education	8.5%	1.8%	10.3%
Protecting natural resources	0.0%	9.6%	9.6%
Improving basic infrastructure	2.5%	7.1%	9.6%
Improving environmental quality	0.7%	7.1%	7.8%
Increasing access to health services	6.0%	1.8%	7.8%
Promote policies to stimulate domestic private investment	6.7%	1.1%	7.8%
Improving the effectiveness of law and justice system	2.5%	4.3%	6.7%
Promote policies to stimulate foreign direct investment	5.7%	1.1%	6.7%
Strengthening regulatory framework	0.0%	2.5%	2.5%
HIV/AIDS and other communicable diseases	0.7%	0.4%	1.1%
Other	0.4%	0.4%	0.7%
Improving trade and exports	0.0%	0.4%	0.4%
Climate change	0.0%	0.4%	0.4%
Food security	0.0%	0.0%	0.0%



**B. General Issues facing Ethiopia (continued)**

16. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia? (Choose only TWO)	Percentage of Respondents (Responses Combined)
Economic growth	29.9%
Agriculture development	22.1%
Reducing poverty	16.8%
Government effectiveness	16.5%
Reducing corruption	15.3%
Increasing employment	10.6%
Strengthening regulatory framework	10.3%
Enhancing private sector growth/investment	9.0%
Improving trade and exports	8.7%
Improving basic infrastructure	8.1%
Increasing access to education	7.2%
Protecting natural resources	7.2%
Stimulate foreign direct investment	5.9%
Effectiveness of law and justice system	5.6%
Climate change	3.7%
Stimulate domestic private investment	3.4%
Improving environmental quality	3.4%
Increasing access to health services	3.1%
Food security	3.1%
HIV/AIDS and other communicable diseases	1.9%
Other	0.9%

4. Which TWO areas below do you believe would contribute most to generating faster economic growth in Ethiopia? (Choose only TWO)	Percentage of Respondents (Responses Combined)
Increasing agricultural productivity	24.1%
Enhancing the opportunity for private sector growth/investment	23.8%
Improving trade and exports	23.5%
Improving access to and/or quality of education	19.8%
Reducing corruption	16.1%
Promote policies to stimulate domestic private investment	14.2%
Enhancing the environment for increased foreign direct investment	14.2%
Government effectiveness/Increasing governance	13.6%
Strengthening the regulatory framework	12.7%
Improving access to and/or quality of health care	11.1%
Other	0.6%

**C. Overall Attitudes toward the World Bank**

Knowledge Services	N	Mean	SD
To what extent does the World Bank meet Ethiopia's needs for knowledge services, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	314	6.86	1.31

**C. Overall Attitudes toward the World Bank (continued)**

<b>2. Based on your observations of the World Bank in Ethiopia, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Food security	23.1%
Economic growth	21.9%
Agriculture development	19.1%
Reducing corruption	19.1%
Reducing poverty	16.9%
Improving trade and exports	16.3%
Increasing employment/ income generating opportunities in private sector	16.3%
Increasing access to health services	11.9%
Climate change	11.3%
Protecting natural resources	11.3%
Promoting policies to stimulate domestic private sector growth/investment	10.6%
Increasing access to education	10.0%
Improving environmental quality	6.3%
Improving basic infrastructure	5.9%
Improving the effectiveness of law and justice system	5.6%
HIV/AIDS and other communicable diseases	5.0%
Government effectiveness/governance	4.4%
Promoting policies to stimulate foreign direct investment	4.1%
Strengthening regulatory framework	4.1%
Other	0.3%

<b>3. In your opinion, what should be the level of involvement of the World Bank in Ethiopia's development strategies?</b>	<b>Percentage of Respondents</b>
The Bank should be more involved	76.9%
The Bank is currently involved at an optimum level	8.0%
The Bank should be less involved	10.2%
The Bank shouldn't be involved at all	2.8%
Don't know	2.2%

<b>4. In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to Ethiopia? What is the "second greatest" value?</b>	<b>Percentage of Respondents</b>		
	<b><i>Greatest Value</i></b>	<b><i>2<sup>nd</sup> Greatest Value</i></b>	<b><i>Combined</i></b>
Financial resources	18.4%	51.8%	70.3%
Technical advice	17.4%	9.9%	27.3%
The Bank's knowledge	17.4%	5.8%	23.2%
Lending when others won't	18.4%	4.7%	23.2%
Ability to build implementation capacity	3.8%	15.7%	19.4%
Policy and economic advice	11.9%	5.1%	17.1%
Donor coordination and convener	9.2%	2.6%	11.8%
Ability to mobilize resources	3.4%	4.4%	7.8%
Other	0.0%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank (continued)**

5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Too bureaucratic in its operational policies and procedures	39.6%
Not enough public disclosure of its work	23.8%
World Bank processes too slow and complex	22.0%
Too influenced by the US	16.4%
Staff too inaccessible	16.1%
Does not push Government hard enough on reforms needed for poverty reduction and private sector growth	15.5%
Not client focused	13.0%
Imposing technocratic solutions without regard to political realities	9.6%
Not willing to honestly criticize politics and reform efforts in the country	9.6%
Inadequately aligned with country priorities	5.3%
Is arrogant in its approach	4.3%
Not exploring alternative policy options	4.0%
Other	0.6%

Bank Encouragement	N	Mean	SD
6. To what extent do you believe the Bank encourages the Government of Ethiopia to support and see through the reform that is necessary for poverty reduction and private sector growth, on a scale of 1-10, 1 meaning to 'no degree at all', 10 meaning 'to a very high degree'?"	309	6.81	1.42

7. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Education	22.6%
Poverty	20.4%
Health	13.8%
Social protection	13.8%
Governance	13.5%
Energy	12.6%
Financial markets	10.7%
Agricultural development	8.8%
Labor markets/job creation	8.8%
Transport	7.2%
Public sector performance	7.2%
Environmental sustainability/ natural resources management	6.6%
Public expenditure	6.0%
Anti-corruption	5.3%
Enhanced business environment for private sector development	5.0%
Urban/metropolitan development	5.0%
Food security	5.0%
Water and sanitation	4.7%
Improving equality of opportunity	4.1%
Rural development	3.1%
Monitoring and evaluation	2.8%
Climate change	0.9%
Other	0.9%

**C. Overall Attitudes toward the World Bank (continued)**

<b>8. Which of the following statements best represents how the Bank should work in Ethiopia?</b>	<b>Percentage of Respondents</b>
The Bank should work in partnership with a broad range of stakeholders to advance the country's development program	75.4%
The Bank should work primarily with the Government of Ethiopia to advance the country's development program	24.6%

<b>9. Which of the following statements best represents how the Bank does work in Ethiopia?</b>	<b>Percentage of Respondents</b>
The Bank works primarily with the Government of Ethiopia to advance the country's development program	60.9%
The Bank works in partnership with a broad range of stakeholders to advance the country's development program	39.1%

<b>10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose TWO only)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Private sector	45.8%
Local Government	22.7%
Media	22.4%
Community Based Organizations (CBOs)	18.4%
Donor community	18.1%
NGOs	13.7%
Parliament	11.2%
Beneficiaries	10.3%
Academia and think tanks	9.3%
Other	0.6%

<b>On a scale of 1-10, with 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Ethiopia.</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
11. Overall the Bank currently plays a relevant role in development in Ethiopia	296	7.15	1.83
12. The Banks work is aligned with what I consider the development priorities for this country	295	7.09	1.71
13. The World Bank supports programs and strategies that are realistic and sustainable for Ethiopia	288	7.03	1.67
14. The World Bank treats clients and stakeholders in Ethiopia with respect	275	7.12	1.67
15. The World Bank collaborates well with other donors here	252	7.17	1.57
16. The World Bank is responsive	247	7.01	1.79
17. The Bank is an effective catalyst for discussion on critical issues related to poverty and growth	284	7.10	1.88
18. The World Bank's work promotes country ownership of development strategies	289	7.07	1.74
19. The Bank's work promotes the empowerment of Ethiopian citizens to participate in development	287	7.01	1.91
20. The World Bank imposes reasonable conditions on its lending	249	6.99	1.83
21. The Bank gives appropriate priority to growth issues	282	7.12	1.69

**D. The Work of the World Bank**

How important is it for the World Bank to be involved in that particular area of work in Ethiopia? How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Ethiopia? (Asked on a 10-point importance/effectiveness scale, 1 being Not at all, 10 being Very.)	Importance			Effectiveness		
	N	Mean	SD	N	Mean	SD
1. Helping to reduce poverty	295	8.33	1.48	244	7.45	1.80
2. Helping to bring about economic growth	277	8.31	1.44	232	7.29	1.60
3. Encouraging greater transparency in governance	284	7.95	1.62	239	6.90	1.96
4. Helping to strengthen the private sector	261	7.89	1.56	219	6.88	1.96
5. Helping to strengthen the financial system	269	7.98	1.48	223	7.04	1.88
6. Helping to strengthen the regulatory framework	281	7.83	1.59	229	6.85	1.92
7. Helping to strengthen the judicial system	269	7.72	1.68	228	6.86	1.98
8. Helping to strengthen the public sector	262	7.74	1.60	219	7.12	1.63
9. Helping to strengthen the education sector	265	7.99	1.49	215	7.28	1.55
10. Helping to strengthen the health sector	267	8.03	1.43	228	7.28	1.58
11. Safeguarding against corruption in projects/programs that it funds with its procurement rules	270	7.86	1.47	231	7.08	1.76
12. Helping to integrate Ethiopia into the global economy	281	7.86	1.57	229	7.03	1.85
13. Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	280	7.73	1.65	231	7.10	1.62
14. Ensuring that attention is paid to gender disparities	266	7.58	1.55	226	7.09	1.70
15. Helping to strengthen agricultural development	266	7.94	1.47	223	7.22	1.60
16. Helping to strengthen infrastructure development	263	7.94	1.64	233	7.28	1.63
17. Helping to strengthen environment and natural resources management	266	7.57	1.70	226	7.13	1.65
18. Helping to strengthen the social protection sector	254	7.65	1.61	217	7.14	1.74
19. Helping to improve the quality of life in urban areas	271	7.36	1.90	231	6.73	2.10
20. Helping to reduce corruption in the country with its advice and support	271	7.62	1.66	230	6.81	1.93
21. Helping to empower communities to participate in their own development	258	7.64	1.66	229	6.86	1.99
22. Helping Ethiopia adapt to/avert risk of climate change	251	7.63	1.62	223	7.03	1.81

**E. The Way the World Bank does Business**

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".	Level of Effectiveness		
	N	Mean	SD
1. Technical competence	287	7.44	1.54
2. Producing knowledge and research (studies, analysis) that are useful	245	7.54	1.46
3. Making the results of studies and analyses readily available	269	7.35	1.51
4. Sharing knowledge about international best practices	257	7.33	1.46
5. Ability to adapt its knowledge to your country's needs	248	6.98	1.57
6. Ensuring its staff is accessible	255	6.89	1.88
7. Providing sound policy and economic advice	248	7.10	1.56
8. Straightforwardness in its dealings with you	239	7.07	1.84
9. Maintaining consistent messages	258	7.28	1.71
10. Promoting the inclusion of local communities (beneficiaries) in the development of strategies	271	6.98	1.72
11. Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	280	7.09	1.75
12. Promoting the inclusion of local project experts in the development of strategies	272	7.01	1.67
13. Promoting the inclusion of private sector in the development of strategies	275	6.99	1.74
14. Giving appropriate priority to poverty reduction	258	7.26	1.69
15. Lending in a way that promotes effective development	265	7.26	1.67

**F. Project/Program Related Issues**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".	Level of Agreement		
	N	Mean	SD
1. The Bank is flexible in terms of adjusting to changing circumstances	283	6.82	1.94
2. The Bank disburses funds promptly	251	6.76	1.96
3. The Bank works efficiently	265	6.99	1.76
4. The Bank effectively monitors and evaluates the projects and programs it supports	285	7.09	1.64
5. The Bank helps to build capacity at the community level	265	6.92	1.82
6. The Bank helps to build capacity of government officials	253	7.05	1.57
7. The Bank and partners in government collaborate well together on Bank supported programs and projects in Ethiopia	278	7.04	1.55
8. The Bank helps to strengthen institutional capacity	267	7.08	1.69
9. The Government supports and takes responsibility for development efforts in Ethiopia	273	7.23	1.74
10. The Bank's procurement requirements are reasonable	273	6.91	1.78

### G. The Future Role of the World Bank in Ethiopia

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank should play in Ethiopia's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)?	317	7.72	1.29

2. Which one of the following should the Bank do to make itself of greater value in Ethiopia? (Choose only ONE)	Percentage of Respondents
Improve the competitiveness of its financing compared to markets	23.9%
Reduce the complexity of obtaining World Bank financing	21.8%
Improve the quality of its experts as related to Ethiopia's specific challenges	20.4%
Focus primarily on advice and advocacy issues	16.6%
Offer more innovative financial products	11.4%
Other	3.1%
Offer more innovative knowledge services	2.8%

3. When Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose only ONE)	Percentage of Respondents
Poor donor coordination	26.9%
Lack of/inadequate levels of capacity in Government	20.1%
Government works inefficiently/too slowly	15.8%
There is not an adequate level of citizen/civil society participation	14.3%
The World Bank works inefficiently/too slowly	10.8%
Political pressures and obstacles	6.8%
Reforms are not well thought out in light of country challenges	5.4%

### H. Communication and Outreach

1. Where do you get most of your information about economic and social development issues in Ethiopia? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
Local newspapers	43.4%
Local television	35.1%
Internet	19.9%
Periodicals	16.8%
Local radio	15.2%
International television	8.9%
International radio	2.8%
International newspapers	2.5%
Other	0.9%

**H. Communication and Outreach (continued)**

<b>2. From where do you get most of your information about the World Bank's development activities in Ethiopia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Local newspapers	32.1%
Internet	28.3%
Local television	24.1%
Local radio	15.6%
Periodicals	13.0%
World Bank website	9.2%
World Bank publications, materials	7.3%
World Bank conferences, seminars, workshops	6.0%
Blogs	5.7%
World Bank Public Information Center (PIC)	4.4%
International television	3.8%
International radio	2.5%
World Bank Development Information Corners	2.5%
Direct contact/interaction with Bank staff	2.2%
International newspapers	1.9%
Other	0.6%

<b>3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
World Bank website	51.1%
Face to face meetings/discussions	34.3%
Workshops/conferences	26.0%
Social media	15.6%
e-newsletters	14.0%
Mobile phones	9.2%
Blogs	3.8%
Other	0.0%

<b>4. Do you have access to the Internet?</b>	<b>Percentage of Respondents</b>
Yes	98.7%
No	1.3%

<b>5. I use/have used the World Bank website:</b>	<b>Percentage of Respondents</b>
Yes	92.3%
No	7.7%

<b>6. I primarily use:</b>	<b>Percentage of Respondents</b>
The World Bank's main website	66.3%
The World Bank's country website	33.7%

<b>7. I use/have used the World Bank's Public Information Centers (PICs) in Ethiopia:</b>	<b>Percentage of Respondents</b>
Yes	60.0%
No	17.8%
I don't know what PIC is	22.2%



**H. Communication and Outreach (continued)**

<b>8. I use/have used the World Bank Development Information Corners in Ethiopia:</b>	<b>Percentage of Respondents</b>
Yes	60.0%
No	17.8%
I don't know what World Bank Development Information Corner is	22.2%

<b>Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree"</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. The World Bank's PIC is a valuable source of information related to development in Ethiopia	195	7.40	1.38
10. The World Bank's Development Information Corner is a valuable source of information related to development in Ethiopia	193	7.46	1.15
11. I find the Bank websites easy to navigate	276	7.10	1.58
12. I find the information on the Bank's websites useful	271	7.24	1.46
13. When I need information from the World Bank I know how to find it	237	6.98	1.92
14. The Bank is responsive to my information requests and inquiries	236	6.97	2.13

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. Background Information

#### Background Information

	Which of the following best describes your current position?																																			
	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
Variables	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
How familiar are you with the work of the World Bank in Ethiopia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	8	8.38	1.19	5	7.00	1.58	27	6.67	1.66	14	7.93	1.59	54	6.59	.98	28	6.46	1.37	48	6.56	1.54	64	6.37	1.13	23	6.17	1.77	14	6.36	1.45	18	6.78	1.52	13	6.31	1.70

### B. General Issues facing Ethiopia

In general, would you say that Ethiopia is currently headed...

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
In the right direction	100.0	80.0	85.7	85.7	77.8	67.9	58.3	73.8	25.0	71.4	77.8	53.8
In the wrong direction	-	20.0	7.1	7.1	7.4	21.4	27.1	15.4	58.3	21.4	22.2	38.5
Have no real opinion	-	-	3.6	7.1	5.6	10.7	10.4	6.2	16.7	7.1	-	-
Don't know	-	-	3.6	-	9.3	-	4.2	4.6	-	-	-	7.7

#### General Issues facing Ethiopia

	Which of the following best describes your current position?																																			
	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/ PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	Statistics			Statistics			Statistics			Statistics			Statistics			Statistics			Statistics			Statistics			Statistics			Statistics			Statistics			Statistics		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Ethiopia is headed in the right direction in terms of sustaining economic recovery and promoting growth	10	3.90	.32	5	2.80	1.64	29	3.38	.68	14	3.14	.66	54	3.28	.83	28	2.82	.67	48	2.67	.88	65	2.92	.71	24	2.25	.85	14	3.00	.88	18	2.83	.79	13	2.38	1.04
Ethiopia is headed in the right direction in terms of improving governance	10	4.00	.00	5	2.80	1.64	29	3.24	.74	14	3.21	.58	54	3.28	.76	27	2.67	.73	49	2.47	.89	65	2.86	.75	24	1.92	.72	14	3.00	.96	18	2.56	.78	13	2.46	1.27
Ethiopia is headed in the right direction in terms of delivering better services to the poor	9	3.78	.44	5	2.80	1.64	27	3.30	.61	13	3.15	.69	49	3.53	.62	26	3.04	.66	45	2.71	.79	63	2.97	.65	22	2.32	.72	12	3.17	.58	18	2.83	.92	13	2.62	1.26
Ethiopia is headed in the right direction in terms of reducing corruption	9	4.00	.00	5	2.80	1.64	28	3.11	.63	14	3.07	.62	52	3.29	.70	26	2.73	.60	47	2.43	.83	65	2.80	.71	23	2.09	.60	13	3.00	.82	18	2.67	1.03	13	2.31	1.11
Ethiopia is headed in the right direction in terms of ensuring that all children have access to education	9	3.89	.33	5	2.80	1.64	28	3.32	.72	13	3.15	.55	53	3.34	.78	27	2.89	.70	49	2.82	.83	64	2.98	.65	23	2.43	.99	13	3.15	.80	17	3.12	.70	12	3.25	.97
Ethiopia is headed in the right direction in terms of ensuring adequate and productive infrastructure	9	3.78	.44	5	2.80	1.64	28	3.29	.71	14	3.21	.70	51	3.37	.72	26	2.96	.66	47	2.77	.87	65	2.92	.78	23	2.52	.95	14	3.29	.73	18	2.89	.83	13	2.85	.99
Ethiopia is headed in the right direction in terms of ensuring access to clean water	9	3.67	.50	4	3.25	1.50	28	3.14	.76	14	3.07	.83	53	3.26	.68	26	2.85	.67	49	2.71	.89	65	3.08	.69	22	2.68	.99	13	3.54	.52	18	2.89	.83	13	2.85	.90
Ethiopia is headed in the right direction in terms of reducing gender disparities	9	3.78	.44	5	2.60	1.52	28	3.14	.65	13	3.23	.60	51	3.35	.72	25	2.88	.73	45	2.82	.81	62	3.10	.59	22	2.55	.91	13	3.23	.725	18	2.83	.985	13	2.69	1.03
Ethiopia is headed in the right direction in terms of increasing voice and participation of the citizens	10	3.80	.422	5	2.60	1.51	28	3.14	.803	14	2.86	.864	51	3.31	.787	27	2.44	.751	48	2.06	.909	63	2.81	.895	22	1.73	.827	13	3.15	.801	18	2.33	1.13	13	2.23	1.16
Ethiopia is headed in the right direction in terms of responsive leadership	10	3.80	.422	5	2.60	1.51	28	2.93	.813	13	2.92	.760	52	3.06	.916	26	2.46	.859	47	2.00	.909	64	2.64	.824	24	1.75	.847	14	3.21	.699	18	2.28	1.07	13	2.23	1.23

(Asked on a scale of 1-4, 1 meaning "Strongly disagree", 4 meaning "Strongly agree")

**B. General Issues facing Ethiopia**

In general, over the past five years would you say that your economic status/standard of living has...

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Improved	90.0	80.0	72.4	92.9	78.4	71.4	41.3	66.2	31.8	76.9	38.9	38.5
Worsened	-	-	17.2	7.1	17.6	25.0	45.7	26.2	50.0	15.4	44.4	46.2
Stayed the same	10.0	20.0	10.3	-	3.9	3.6	13.0	7.7	18.2	7.7	16.7	15.4

In general, over the next five years do you expect the standard of living in Ethiopia...

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
To improve	100.0	80.0	72.4	85.7	74.1	70.4	46.9	67.2	25.0	69.2	44.4	30.8
To worsen	-	20.0	17.2	-	18.5	18.5	26.5	23.4	54.2	15.4	50.0	53.8
Stay the same	-	-	3.4	7.1	3.7	7.4	14.3	3.1	16.7	7.7	5.6	-
Don't have an opinion	-	-	6.9	7.1	-	-	6.1	3.1	-	7.7	-	15.4
Don't know	-	-	-	-	3.7	3.7	6.1	3.1	4.2	-	-	-

Over the next five years do you expect your own economic status/standard of living to...

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Improve	100.0	80.0	75.0	92.3	75.5	75.0	44.7	69.2	29.2	61.5	50.0	58.3
Worsen	-	-	21.4	7.7	20.8	14.3	42.6	23.1	58.3	30.8	50.0	16.7
Stay the same	-	20.0	3.6	-	3.8	10.7	12.8	7.7	12.5	7.7	-	25.0

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/Improving governance	12.5%	50.0%	27.3%	60.0%	11.5%	12.5%	23.3%	26.4%	26.1%	16.7%	33.3%	45.5%
HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	37.5%	25.0%	22.7%	10.0%	19.2%	20.8%	27.9%	15.1%	13.0%	8.3%	16.7%	18.2%
Reducing corruption	12.5%	0.0%	13.6%	20.0%	7.7%	20.8%	4.7%	3.8%	4.3%	8.3%	16.7%	0.0%
Promote policies to stimulate foreign direct investment	12.5%	0.0%	4.5%	0.0%	9.6%	8.3%	7.0%	5.7%	4.3%	0.0%	0.0%	0.0%
Promote policies to stimulate domestic private investment	0.0%	0.0%	0.0%	0.0%	17.3%	4.2%	4.7%	5.7%	0.0%	25.0%	0.0%	9.1%
Increasing access to education	0.0%	0.0%	9.1%	0.0%	5.8%	8.3%	0.0%	13.2%	21.7%	8.3%	16.7%	9.1%
Increasing access to health services	0.0%	0.0%	4.5%	10.0%	7.7%	4.2%	9.3%	3.8%	4.3%	8.3%	5.6%	0.0%
Reducing poverty	12.5%	25.0%	13.6%	0.0%	15.4%	0.0%	7.0%	11.3%	4.3%	16.7%	5.6%	9.1%
Improving the effectiveness of law and justice system	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	9.4%	4.3%	0.0%	0.0%	0.0%
Improving basic infrastructure	0.0%	0.0%	0.0%	0.0%	3.8%	4.2%	2.3%	1.9%	4.3%	8.3%	0.0%	0.0%
Improving environmental quality	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Protecting natural resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increasing employment/ income generating opportunities	0.0%	0.0%	4.5%	0.0%	0.0%	4.2%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Enhancing the opportunity for private sector growth/investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	4.3%	0.0%	0.0%	9.1%
Agriculture development	12.5%	0.0%	0.0%	0.0%	0.0%	4.2%	7.0%	0.0%	8.7%	0.0%	0.0%	0.0%
Strengthening regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%

**B. General Issues facing Ethiopia (continued)**

Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/Improving governance	0.0%	0.0%	4.8%	0.0%	2.0%	0.0%	2.3%	3.8%	0.0%	0.0%	16.7%	9.1%
HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Economic growth	37.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	7.5%	0.0%	0.0%	0.0%	9.1%
Reducing corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	1.9%	4.3%	0.0%	0.0%	18.2%
Promote policies to stimulate foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	8.3%	5.6%	0.0%
Promote policies to stimulate domestic private investment	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	4.3%	0.0%	0.0%	0.0%
Increasing access to education	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	5.6%	9.1%
Increasing access to health services	0.0%	0.0%	0.0%	0.0%	6.0%	0.0%	0.0%	1.9%	0.0%	0.0%	5.6%	0.0%
Reducing poverty	12.5%	25.0%	14.3%	20.0%	12.0%	16.7%	15.9%	15.1%	13.0%	8.3%	11.1%	9.1%
Improving the effectiveness of law and justice system	0.0%	0.0%	4.8%	10.0%	4.0%	8.3%	9.1%	0.0%	0.0%	0.0%	0.0%	18.2%
Improving basic infrastructure	25.0%	0.0%	9.5%	20.0%	4.0%	8.3%	6.8%	7.5%	0.0%	0.0%	11.1%	0.0%
Improving environmental quality	0.0%	25.0%	9.5%	0.0%	8.0%	8.3%	2.3%	5.7%	17.4%	8.3%	5.6%	0.0%
Protecting natural resources	0.0%	0.0%	14.3%	10.0%	12.0%	8.3%	4.5%	17.0%	4.3%	8.3%	5.6%	9.1%
Increasing employment/ income generating opportunities	12.5%	0.0%	19.0%	10.0%	12.0%	8.3%	22.7%	7.5%	8.7%	8.3%	11.1%	9.1%
Enhancing the opportunity for private sector growth/investment	0.0%	25.0%	9.5%	30.0%	16.0%	25.0%	15.9%	11.3%	17.4%	16.7%	5.6%	0.0%
Agriculture development	12.5%	0.0%	9.5%	0.0%	22.0%	8.3%	9.1%	15.1%	8.7%	41.7%	11.1%	9.1%
Strengthening regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	2.3%	5.7%	8.7%	0.0%	0.0%	0.0%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/Increasing governance	10.0%	40.0%	17.2%	30.8%	5.6%	17.9%	14.6%	20.0%	17.4%	7.1%	33.3%	18.2%
HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%	0.0%	1.9%	3.6%	4.2%	0.0%	4.3%	0.0%	0.0%	9.1%
Economic growth	70.0%	20.0%	41.4%	23.1%	24.1%	14.3%	29.2%	32.3%	21.7%	28.6%	44.4%	27.3%
Reducing corruption	0.0%	40.0%	6.9%	38.5%	20.4%	10.7%	14.6%	16.9%	13.0%	28.6%	5.6%	0.0%
Promote policies to stimulate foreign direct investment	0.0%	0.0%	3.4%	7.7%	7.4%	10.7%	6.3%	7.7%	4.3%	7.1%	0.0%	0.0%
Promote policies to stimulate domestic private investment	0.0%	0.0%	3.4%	0.0%	1.9%	3.6%	6.3%	3.1%	8.7%	7.1%	0.0%	0.0%
Increasing access to education	20.0%	0.0%	10.3%	7.7%	1.9%	14.3%	2.1%	4.6%	8.7%	14.3%	5.6%	18.2%
Increasing access to health services	0.0%	0.0%	0.0%	0.0%	5.6%	3.6%	6.3%	0.0%	8.7%	7.1%	0.0%	0.0%
Reducing poverty	10.0%	0.0%	24.1%	15.4%	11.1%	7.1%	20.8%	23.1%	17.4%	21.4%	5.6%	27.3%
Improving the effectiveness of law and justice system	0.0%	0.0%	3.4%	0.0%	9.3%	10.7%	2.1%	9.2%	4.3%	0.0%	5.6%	0.0%
Improving basic infrastructure	10.0%	20.0%	6.9%	0.0%	13.0%	3.6%	10.4%	7.7%	8.7%	7.1%	5.6%	0.0%
Improving environmental quality	10.0%	0.0%	3.4%	0.0%	5.6%	3.6%	6.3%	1.5%	0.0%	0.0%	0.0%	0.0%
Protecting natural resources	0.0%	0.0%	6.9%	7.7%	11.1%	7.1%	4.2%	6.2%	13.0%	7.1%	5.6%	0.0%
Increasing employment/ income generating opportunities	30.0%	20.0%	10.3%	0.0%	9.3%	17.9%	6.3%	9.2%	4.3%	7.1%	11.1%	27.3%
Enhancing the opportunity for private sector growth/investment	0.0%	20.0%	13.8%	7.7%	5.6%	17.9%	12.5%	4.6%	13.0%	7.1%	5.6%	9.1%
Agriculture development	30.0%	20.0%	20.7%	15.4%	27.8%	21.4%	22.9%	20.0%	8.7%	21.4%	38.9%	9.1%
Strengthening regulatory framework	0.0%	0.0%	3.4%	15.4%	9.3%	7.1%	14.6%	13.8%	13.0%	7.1%	5.6%	18.2%
Improving trade and exports	0.0%	0.0%	3.4%	15.4%	11.1%	10.7%	8.3%	10.8%	8.7%	7.1%	5.6%	9.1%
Climate change	0.0%	0.0%	0.0%	15.4%	7.4%	0.0%	2.1%	3.1%	8.7%	7.1%	0.0%	0.0%
Food security	0.0%	20.0%	3.4%	0.0%	3.7%	7.1%	4.2%	1.5%	0.0%	0.0%	5.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	18.2%

**B. General Issues facing Ethiopia (continued)**

Which TWO areas below do you believe would contribute most to generating faster economic growth in Ethiopia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Increasing agricultural productivity	70.0%	80.0%	24.1%	23.1%	11.1%	21.4%	25.0%	24.6%	17.4%	21.4%	22.2%	38.5%
Reducing corruption	0.0%	20.0%	10.3%	15.4%	9.3%	25.0%	18.8%	18.5%	21.7%	35.7%	16.7%	0.0%
Government effectiveness/Increasing governance	20.0%	20.0%	13.8%	23.1%	13.0%	14.3%	8.3%	12.3%	13.0%	7.1%	11.1%	30.8%
Promote policies to stimulate domestic private investment	10.0%	0.0%	17.2%	7.7%	16.7%	14.3%	12.5%	18.5%	8.7%	7.1%	16.7%	15.4%
Enhancing the opportunity for private sector growth/investment	20.0%	20.0%	37.9%	23.1%	18.5%	17.9%	22.9%	21.5%	26.1%	21.4%	27.8%	46.2%
Improving access to and/or quality of education	30.0%	0.0%	17.2%	7.7%	25.9%	17.9%	22.9%	20.0%	21.7%	14.3%	16.7%	15.4%
Improving access to and/or quality of health care	10.0%	0.0%	6.9%	15.4%	16.7%	10.7%	14.6%	7.7%	13.0%	14.3%	0.0%	7.7%
Strengthening the regulatory framework	20.0%	0.0%	17.2%	23.1%	13.0%	7.1%	18.8%	7.7%	17.4%	7.1%	11.1%	7.7%
Enhancing the environment for increased foreign direct investment	0.0%	20.0%	13.8%	7.7%	9.3%	17.9%	12.5%	20.0%	4.3%	14.3%	33.3%	15.4%
Improving trade and exports	10.0%	0.0%	17.2%	15.4%	31.5%	21.4%	29.2%	24.6%	26.1%	28.6%	11.1%	7.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	7.7%

**C. Overall Attitudes toward the World Bank**

## Overall Attitudes toward the World Bank

Which of the following best describes your current position?																																				
	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
Variables	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent does the World Bank meet Ethiopia's needs for knowledge services?	9	7.56	1.13	4	6.75	.96	28	6.39	1.47	14	7.36	1.22	53	6.85	1.10	28	6.96	1.20	48	6.67	1.49	64	6.98	.93	22	7.09	1.31	13	6.92	1.12	18	6.89	1.94	11	6.09	1.97

(Asked on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree")

Based on your observations of the World Bank in Ethiopia, where would it be most productive for the Bank to focus most of its resources in its support of country priorities?

(Choose no more than THREE) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Improving trade and exports	11.1%	25.0%	14.3%	21.4%	14.8%	7.1%	12.5%	16.9%	21.7%	15.4%	16.7%	23.1%
Reducing poverty	11.1%	75.0%	25.0%	21.4%	0.0%	24.1%	14.3%	29.2%	18.5%	26.1%	7.7%	27.8%
Economic growth	22.2%	0.0%	21.4%	0.0%	24.1%	14.3%	29.2%	18.5%	26.1%	7.7%	27.8%	46.2%
Climate change	0.0%	0.0%	3.6%	7.1%	11.1%	21.4%	8.3%	16.9%	13.0%	7.7%	5.6%	15.4%
Agriculture development	11.1%	25.0%	17.9%	14.3%	20.4%	17.9%	18.8%	21.5%	8.7%	30.8%	16.7%	23.1%
Increasing access to education	44.4%	0.0%	7.1%	0.0%	13.0%	10.7%	10.4%	7.7%	17.4%	0.0%	11.1%	0.0%
Food security	33.3%	25.0%	25.0%	42.9%	22.2%	25.0%	22.9%	23.1%	17.4%	30.8%	11.1%	7.7%
Promoting policies to stimulate foreign direct investment	0.0%	0.0%	10.7%	14.3%	1.9%	7.1%	2.1%	0.0%	13.0%	0.0%	5.6%	0.0%
Improving the effectiveness of law and justice system	0.0%	0.0%	3.6%	0.0%	5.6%	7.1%	4.2%	6.2%	8.7%	0.0%	0.0%	23.1%
Promoting policies to stimulate domestic private sector growth/investment	0.0%	0.0%	14.3%	0.0%	9.3%	0.0%	27.1%	7.7%	8.7%	0.0%	11.1%	23.1%
Improving environmental quality	0.0%	50.0%	0.0%	7.1%	5.6%	7.1%	6.3%	4.6%	0.0%	15.4%	16.7%	7.7%
Increasing access to health services	11.1%	25.0%	10.7%	7.1%	13.0%	3.6%	4.2%	15.4%	21.7%	0.0%	27.8%	15.4%
Increasing employment/ income generating opportunities in private sector	11.1%	0.0%	14.3%	14.3%	14.8%	25.0%	10.4%	15.4%	26.1%	23.1%	22.2%	7.7%
Protecting natural resources	22.2%	0.0%	10.7%	14.3%	11.1%	10.7%	14.6%	10.8%	8.7%	15.4%	0.0%	7.7%
Reducing corruption	0.0%	0.0%	35.7%	14.3%	14.8%	28.6%	20.8%	16.9%	21.7%	23.1%	16.7%	7.7%
Strengthening regulatory framework	11.1%	0.0%	3.6%	7.1%	3.7%	7.1%	6.3%	0.0%	0.0%	0.0%	5.6%	7.7%
HIV/AIDS and other communicable diseases	0.0%	0.0%	3.6%	7.1%	7.4%	3.6%	6.3%	3.1%	4.3%	15.4%	5.6%	0.0%
Government effectiveness/governance	0.0%	0.0%	3.6%	0.0%	3.7%	0.0%	8.3%	3.1%	0.0%	0.0%	5.6%	30.8%
Improving basic infrastructure	55.6%	0.0%	17.9%	0.0%	3.7%	3.6%	2.1%	3.1%	0.0%	7.7%	0.0%	15.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%

**C. Overall Attitudes toward the World Bank (continued)**

In your opinion, what should be the level of involvement of the World Bank in Ethiopia's development strategies?

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank should be more involved	80.0	100.0	75.9	78.6	71.7	64.3	81.6	75.4	75.0	78.6	94.4	84.6
The Bank is currently involved at an optimum level	10.0	-	13.8	-	5.7	28.6	10.2	3.1	8.3	7.1	-	-
The Bank should be less involved	10.0	-	10.3	14.3	17.0	7.1	8.2	12.3	-	7.1	5.6	7.7
The Bank shouldn't be involved at all	-	-	-	-	5.7	-	-	4.6	8.3	7.1	-	-
Don't know	-	-	-	7.1	-	-	-	4.6	8.3	-	-	7.7

In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to Ethiopia?

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank's knowledge	12.5%	66.7%	7.7%	30.8%	14.6%	14.3%	20.9%	20.0%	13.6%	14.3%	18.8%	20.0%
Technical advice	12.5%	33.3%	19.2%	7.7%	14.6%	10.7%	23.3%	18.3%	9.1%	21.4%	31.3%	10.0%
Policy and economic advice	12.5%	0.0%	19.2%	7.7%	22.9%	7.1%	4.7%	11.7%	9.1%	14.3%	6.3%	10.0%
Lending when others won't	25.0%	0.0%	15.4%	23.1%	22.9%	17.9%	16.3%	16.7%	31.8%	7.1%	12.5%	10.0%
Donor coordination and convener	0.0%	0.0%	7.7%	7.7%	8.3%	10.7%	9.3%	10.0%	13.6%	0.0%	18.8%	10.0%
Ability to mobilize resources	0.0%	0.0%	3.8%	0.0%	2.1%	3.6%	2.3%	3.3%	4.5%	21.4%	0.0%	0.0%
Ability to build implementation capacity	12.5%	0.0%	3.8%	7.7%	2.1%	7.1%	2.3%	3.3%	4.5%	7.1%	0.0%	0.0%
Financial resources	25.0%	0.0%	23.1%	15.4%	12.5%	28.6%	20.9%	16.7%	13.6%	14.3%	12.5%	40.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

What is the "second greatest" value?

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank's knowledge	12.5%	0.0%	0.0%	14.3%	2.3%	7.4%	10.8%	3.7%	9.1%	7.1%	0.0%	10.0%
Technical advice	25.0%	0.0%	12.0%	0.0%	4.5%	22.2%	5.4%	5.6%	18.2%	21.4%	0.0%	20.0%
Policy and economic advice	0.0%	0.0%	4.0%	7.1%	2.3%	0.0%	5.4%	7.4%	9.1%	7.1%	6.7%	10.0%
Lending when others won't	0.0%	0.0%	4.0%	0.0%	6.8%	11.1%	5.4%	1.9%	0.0%	0.0%	6.7%	20.0%
Donor coordination and convener	25.0%	0.0%	4.0%	0.0%	6.8%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Ability to mobilize resources	0.0%	0.0%	4.0%	0.0%	4.5%	0.0%	8.1%	9.3%	4.5%	0.0%	0.0%	0.0%
Ability to build implementation capacity	12.5%	0.0%	8.0%	14.3%	25.0%	14.8%	8.1%	20.4%	9.1%	14.3%	26.7%	10.0%
Financial resources	25.0%	100.0%	64.0%	64.3%	47.7%	44.4%	56.8%	50.0%	50.0%	50.0%	60.0%	30.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which of the following do you identify as the Bank's greatest weaknesses in its work in Ethiopia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Imposing technocratic solutions without regard to political realities	20.0%	20.0%	17.2%	7.1%	7.4%	7.1%	8.3%	10.8%	8.7%	7.1%	0.0%	15.4%
Not exploring alternative policy options	10.0%	0.0%	3.4%	14.3%	3.7%	0.0%	0.0%	6.2%	0.0%	7.1%	5.6%	7.7%
Does not push Government hard enough on reforms needed for poverty reduction and private sector growth	0.0%	20.0%	10.3%	21.4%	7.4%	17.9%	20.8%	16.9%	17.4%	7.1%	16.7%	38.5%
Too bureaucratic in its operational policies and procedures	60.0%	60.0%	51.7%	28.6%	46.3%	39.3%	35.4%	33.8%	43.5%	35.7%	16.7%	38.5%
Not client focused	0.0%	0.0%	6.9%	21.4%	14.8%	7.1%	18.8%	18.5%	8.7%	7.1%	11.1%	7.7%
Staff too inaccessible	0.0%	20.0%	6.9%	14.3%	14.8%	25.0%	10.4%	20.0%	21.7%	28.6%	27.8%	0.0%
Is arrogant in its approach	10.0%	40.0%	6.9%	14.3%	1.9%	0.0%	4.2%	1.5%	4.3%	0.0%	11.1%	0.0%
Not willing to honestly criticize politics and reform efforts in country	10.0%	20.0%	3.4%	7.1%	1.9%	17.9%	10.4%	10.8%	4.3%	7.1%	11.1%	38.5%
Too influenced by the US	10.0%	20.0%	10.3%	7.1%	22.2%	17.9%	14.6%	18.5%	17.4%	35.7%	11.1%	0.0%
Not enough public disclosure of its work	0.0%	0.0%	13.8%	21.4%	38.9%	25.0%	25.0%	23.1%	30.4%	7.1%	16.7%	23.1%
World Bank processes too slow and complex	50.0%	0.0%	27.6%	21.4%	20.4%	25.0%	22.9%	20.0%	8.7%	21.4%	27.8%	23.1%
Inadequately aligned with country priorities	10.0%	0.0%	13.8%	7.1%	0.0%	0.0%	6.3%	1.5%	13.0%	7.1%	11.1%	0.0%
Other	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%

**C. Overall Attitudes toward the World Bank (continued)****Overall Attitudes toward the World Bank**

Which of the following best describes your current position?

	Which of the following best describes your current position?																																			
	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
To what extent do you believe the Bank encourages the Government of Ethiopia to support and see through the reform that is necessary for poverty reduction and private sector growth?	9	7.78	1.56	4	6.25	.50	27	6.78	1.25	14	7.43	1.50	54	6.98	1.14	27	7.04	1.19	45	6.93	1.48	60	6.82	1.36	23	6.48	1.12	14	6.79	1.25	17	6.47	1.50	12	5.08	2.23

(Asked on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very high degree")

**Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Ethiopia? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Education	11.1%	100.0%	14.3%	35.7%	13.0%	25.0%	18.8%	12.3%	33.3%	50.0%	38.9%	33.3%
Health	22.2%	25.0%	7.1%	21.4%	5.6%	10.7%	10.4%	18.5%	23.8%	7.1%	22.2%	25.0%
Social protection	11.1%	25.0%	14.3%	21.4%	20.4%	25.0%	8.3%	10.8%	14.3%	7.1%	5.6%	8.3%
Transport	11.1%	0.0%	0.0%	14.3%	0.0%	7.1%	6.3%	13.8%	14.3%	7.1%	5.6%	0.0%
Poverty	11.1%	0.0%	21.4%	28.6%	24.1%	21.4%	18.8%	24.6%	9.5%	14.3%	16.7%	25.0%
Governance	0.0%	0.0%	14.3%	0.0%	16.7%	10.7%	20.8%	10.8%	14.3%	14.3%	11.1%	16.7%
Anti-corruption	0.0%	0.0%	7.1%	7.1%	3.7%	0.0%	14.6%	4.6%	4.8%	7.1%	0.0%	0.0%
Enhanced business environment for private sector development	11.1%	0.0%	10.7%	7.1%	3.7%	0.0%	8.3%	0.0%	4.8%	0.0%	16.7%	8.3%
Energy	22.2%	0.0%	7.1%	21.4%	16.7%	10.7%	10.4%	10.8%	9.5%	28.6%	11.1%	0.0%
Agricultural development	0.0%	25.0%	14.3%	0.0%	9.3%	10.7%	8.3%	6.2%	9.5%	14.3%	11.1%	8.3%
Water and sanitation	0.0%	0.0%	7.1%	7.1%	7.4%	7.1%	2.1%	4.6%	9.5%	0.0%	0.0%	0.0%
Monitoring and evaluation	11.1%	0.0%	0.0%	0.0%	5.6%	3.6%	0.0%	4.6%	4.8%	0.0%	0.0%	0.0%
Public expenditure	0.0%	25.0%	0.0%	0.0%	5.6%	10.7%	0.0%	15.4%	4.8%	0.0%	0.0%	8.3%
Public sector performance	11.1%	0.0%	10.7%	7.1%	3.7%	7.1%	6.3%	6.2%	14.3%	7.1%	11.1%	8.3%
Labor markets/job creation	11.1%	0.0%	7.1%	0.0%	5.6%	21.4%	12.5%	9.2%	4.8%	0.0%	11.1%	8.3%
Financial markets	0.0%	0.0%	17.9%	0.0%	20.4%	0.0%	14.6%	12.3%	0.0%	7.1%	0.0%	16.7%
Urban/metropolitan development	33.3%	0.0%	0.0%	0.0%	9.3%	7.1%	4.2%	1.5%	0.0%	7.1%	5.6%	8.3%
Environmental sustainability/ natural resources management	11.1%	0.0%	0.0%	14.3%	3.7%	3.6%	10.4%	9.2%	4.8%	0.0%	11.1%	0.0%
Improving equality of opportunity	0.0%	0.0%	7.1%	7.1%	1.9%	0.0%	2.1%	1.5%	14.3%	7.1%	11.1%	8.3%
Rural development	11.1%	0.0%	7.1%	0.0%	5.6%	3.6%	2.1%	1.5%	0.0%	7.1%	0.0%	0.0%
Food security	0.0%	0.0%	10.7%	7.1%	7.4%	3.6%	4.2%	4.6%	0.0%	0.0%	5.6%	8.3%
Climate change	11.1%	0.0%	3.6%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	8.3%

**Which of the following statements best represents how the Bank should work in Ethiopia? (Choose only ONE)**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank should work primarily with the Government of Ethiopia to advance the country's development program	66.7	75.0	17.9	14.3	32.7	28.6	10.4	23.8	29.2	21.4	17.6	30.8
The Bank should work in partnership with a broad range of stakeholders to advance the country's development program	33.3	25.0	82.1	85.7	67.3	71.4	89.6	76.2	70.8	78.6	82.4	69.2

**C. Overall Attitudes toward the World Bank (continued)**

Which of the following statements best represents how the Bank does work in Ethiopia? (Choose only ONE)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank works primarily with the Government of Ethiopia to advance the country's development program	90.0	100.0	57.7	64.3	55.1	55.6	58.7	62.9	56.5	76.9	50.0	63.6
The Bank works in partnership with a broad range of stakeholders to advance the country's development program	10.0	-	42.3	35.7	44.9	44.4	41.3	37.1	43.5	23.1	50.0	36.4

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
NGOs	0.0%	20.0%	7.1%	30.8%	9.3%	17.9%	12.2%	20.6%	8.7%	21.4%	5.6%	15.4%
Local Government	90.0%	60.0%	35.7%	15.4%	35.2%	10.7%	10.2%	14.3%	13.0%	28.6%	0.0%	38.5%
Beneficiaries	40.0%	0.0%	3.6%	0.0%	16.7%	7.1%	6.1%	7.9%	0.0%	14.3%	22.2%	23.1%
Private sector	20.0%	0.0%	53.6%	53.8%	27.8%	57.1%	51.0%	49.2%	56.5%	28.6%	55.6%	69.2%
Community Based Organizations (CBOs)	20.0%	0.0%	14.3%	15.4%	24.1%	10.7%	20.4%	17.5%	17.4%	21.4%	33.3%	0.0%
Donor community	20.0%	0.0%	39.3%	15.4%	20.4%	10.7%	18.4%	17.5%	17.4%	14.3%	11.1%	0.0%
Parliament	0.0%	40.0%	7.1%	7.7%	11.1%	14.3%	10.2%	12.7%	8.7%	14.3%	0.0%	15.4%
Media	0.0%	0.0%	7.1%	15.4%	20.4%	35.7%	28.6%	27.0%	30.4%	28.6%	16.7%	15.4%
Academia and think tanks	0.0%	0.0%	14.3%	23.1%	5.6%	10.7%	16.3%	1.6%	0.0%	0.0%	38.9%	7.7%
Other	0.0%	20.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Ethiopia.

**Overall Attitudes toward the World Bank**

Which of the following best describes your current position?

	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Ethiopia	10	8.40	1.51	4	5.50	1.29	29	7.24	1.72	13	7.31	1.60	50	6.90	1.50	26	7.77	1.66	44	7.39	1.82	58	6.83	1.95	18	7.11	1.84	13	7.54	2.03	15	7.27	2.31	13	6.31	2.21
The Bank's work is aligned with what I consider the development priorities for this country	10	7.70	1.42	4	5.75	.96	29	7.03	1.59	13	7.23	1.48	49	7.18	1.47	25	6.96	1.81	43	7.37	1.83	56	7.25	1.53	22	6.86	1.73	13	7.15	1.86	16	6.75	2.32	13	5.92	2.33
The World Bank supports programs and strategies that are realistic and sustainable for Ethiopia	10	8.10	1.37	5	6.60	2.07	28	7.07	1.63	14	7.14	1.23	47	7.13	1.50	26	7.27	1.46	42	7.24	1.69	54	7.04	1.35	20	6.70	2.15	10	6.70	2.06	16	7.50	1.79	13	5.00	2.00
The World Bank treats clients and stakeholders in Ethiopia with respect	10	7.90	1.37	5	6.40	2.07	25	6.88	1.59	13	7.54	1.27	49	7.37	1.67	24	7.33	1.34	39	7.26	1.68	52	7.00	1.67	19	6.74	1.82	13	7.31	1.97	15	7.13	1.85	9	5.33	1.41
The World Bank collaborates well with other donors here	10	8.20	1.55	4	6.00	.82	25	7.16	1.43	14	7.93	1.21	41	6.88	1.35	23	7.04	1.64	32	7.56	1.46	44	7.25	1.26	21	6.81	2.18	12	7.00	1.95	13	8.00	1.41	10	6.00	1.76
The World Bank is responsive	9	7.56	1.59	4	5.75	.96	20	6.70	1.34	12	7.67	.98	46	7.09	1.71	23	6.83	1.61	33	7.24	1.94	48	7.10	1.37	15	6.80	2.31	10	7.80	2.04	16	7.94	1.65	10	4.30	1.42
The Bank is an effective catalyst for discussion on critical issues related to poverty and growth	10	8.00	1.56	5	6.80	2.05	25	7.04	1.84	14	7.57	1.65	44	7.48	1.61	26	7.19	1.67	43	7.09	1.84	53	7.09	1.81	20	7.00	2.10	12	6.67	2.10	16	7.44	2.45	13	5.31	2.06
The World Bank's work promotes country ownership of development strategies	10	7.30	2.21	4	5.75	.96	27	6.56	1.93	13	7.77	1.69	50	7.28	1.68	24	7.29	1.37	43	7.19	1.76	54	7.31	1.41	22	6.68	1.84	13	7.08	1.80	14	7.71	1.68	13	5.15	1.95
The Bank's work promotes the empowerment of Ethiopian citizens to participate in development	9	7.78	1.86	5	4.80	2.28	26	6.50	1.88	14	8.14	1.10	45	7.09	1.66	23	7.26	1.48	43	6.93	2.03	57	7.63	1.34	21	6.57	2.06	12	6.92	2.27	17	6.76	2.49	12	4.83	2.29
The World Bank imposes reasonable conditions on its lending	10	6.50	2.17	5	6.40	2.07	25	6.88	1.83	13	7.77	1.48	42	6.83	1.91	22	7.00	1.66	38	7.42	1.84	43	7.21	1.21	17	6.65	1.93	11	6.64	2.58	11	7.27	2.00	10	5.50	2.27
The Bank gives appropriate priority to growth issues	10	8.00	1.41	5	6.20	2.28	28	6.68	1.93	13	7.69	1.49	45	6.73	1.36	24	7.17	1.61	41	7.41	1.63	52	7.42	1.39	22	7.09	2.22	11	6.55	2.34	18	7.39	1.46	11	6.18	1.78



**D. The Work of the World Bank**

How important is it for the World Bank to be involved in that particular area of work in Ethiopia? (Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

**The Work of the World Bank: Importance**

	Which of the following best describes your current position?																																			
	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Helping to reduce poverty	9	9.33	.87	4	7.25	1.89	28	8.57	1.32	13	8.08	1.26	51	7.86	1.51	26	8.62	1.30	42	8.45	1.38	57	8.40	1.13	21	8.24	1.45	12	8.42	1.51	17	8.47	2.32	12	7.92	2.31
Helping to bring about economic growth	9	9.11	1.05	4	7.00	2.00	26	8.27	1.22	14	8.43	1.09	45	8.20	1.46	25	8.40	1.41	44	8.27	1.45	49	8.16	1.18	18	8.11	1.57	13	8.85	1.46	15	8.87	1.30	12	7.67	2.61
Encouraging greater transparency in governance	9	6.89	2.52	4	6.75	.96	26	7.92	1.49	13	8.08	1.04	51	8.14	1.51	25	8.12	1.17	37	7.97	1.83	57	7.98	1.46	21	8.14	1.71	11	7.91	1.30	15	8.27	1.49	12	6.75	2.73
Helping to strengthen the private sector	9	7.00	1.73	4	5.50	.58	26	7.85	1.35	13	8.23	1.24	41	7.88	1.33	21	8.43	1.12	40	8.20	1.38	49	7.76	1.56	18	7.89	1.81	11	8.18	2.09	15	8.27	1.33	12	7.17	2.62
Helping to strengthen the financial system	8	7.63	2.26	4	6.00	1.15	25	7.72	1.31	13	8.23	.93	46	8.04	1.37	26	8.27	1.12	39	8.28	1.30	50	7.80	1.59	18	7.83	1.62	12	8.08	1.68	14	8.43	1.40	11	7.55	2.46
Helping to strengthen the regulatory framework	8	6.75	2.82	4	5.75	.96	27	7.74	1.68	14	8.36	1.22	45	7.40	1.39	24	8.12	1.08	40	8.07	1.35	56	8.05	1.48	19	7.47	1.68	12	8.42	1.08	17	8.35	1.37	12	7.00	2.80
Helping to strengthen the judicial system	9	6.00	2.74	4	6.00	.82	24	7.63	1.61	12	8.42	1.00	45	7.93	1.27	25	8.20	1.41	38	7.63	1.67	52	7.69	1.63	19	7.79	1.65	12	8.17	1.46	14	8.07	1.49	12	6.67	2.90
Helping to strengthen the public sector	9	8.00	1.66	4	6.00	.82	26	7.58	1.70	12	8.08	1.93	45	7.49	1.38	22	8.00	1.15	40	7.82	1.53	46	8.17	1.14	17	7.41	1.80	11	8.00	1.55	16	7.88	2.22	11	6.73	2.57
Helping to strengthen the education sector	9	8.56	1.81	4	6.25	.50	26	7.88	1.21	13	8.31	1.32	43	7.98	1.46	23	7.96	1.30	41	7.66	1.74	52	8.04	1.22	17	8.18	1.70	11	8.18	1.33	13	8.69	1.38	10	8.00	2.45
Helping to strengthen the health sector	9	8.56	1.81	4	5.75	.50	25	8.40	1.19	13	8.00	.91	43	7.91	1.21	23	7.87	1.58	41	8.12	1.36	54	8.11	1.37	18	7.50	1.50	9	7.89	1.62	16	8.69	1.30	10	7.50	2.42
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	9	7.89	1.90	4	6.25	.50	26	7.62	1.53	13	7.77	1.09	48	7.85	1.30	26	7.88	1.58	36	8.00	1.24	52	7.90	1.61	17	7.94	1.30	12	8.08	1.51	13	8.54	1.20	11	7.36	2.25
Helping to integrate Ethiopia into the global economy	9	7.67	2.06	4	5.75	.50	24	7.75	1.62	13	7.85	1.41	50	8.02	1.46	24	8.42	1.02	41	7.61	1.38	52	7.77	1.68	21	8.24	1.58	12	7.50	1.57	16	8.44	1.41	12	7.17	2.44
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	9	7.78	1.86	4	6.75	.50	27	7.81	1.71	14	8.43	1.34	47	7.40	1.60	24	7.75	1.51	38	8.16	1.39	55	7.65	1.65	20	7.40	1.93	13	7.85	1.72	15	8.67	1.29	11	6.45	2.02
Ensuring that attention is paid to gender disparities	9	8.22	1.72	4	7.25	1.26	25	7.72	1.24	13	7.77	1.36	45	7.29	1.39	22	7.55	1.30	39	7.46	1.43	51	7.63	1.71	17	8.06	1.48	12	7.67	2.10	15	8.00	1.69	11	6.73	2.28
Helping to strengthen agricultural development	9	8.78	1.30	4	7.50	1.73	25	8.12	.97	12	7.75	1.48	45	7.69	1.36	25	8.16	1.37	39	7.87	1.63	52	7.94	1.36	16	7.69	1.58	12	8.25	1.86	14	8.43	1.28	12	7.50	2.39
Helping to strengthen infrastructure development	9	8.78	1.30	4	6.75	.96	27	8.07	1.69	14	7.93	1.54	41	7.98	1.31	23	7.65	1.50	37	7.97	1.83	48	7.75	1.58	20	7.80	1.70	12	7.75	2.14	14	8.86	1.23	11	7.55	2.42
Helping to strengthen environment and natural resources management	9	8.11	1.69	4	6.75	.50	23	7.35	1.43	13	7.92	1.55	43	7.53	1.82	24	8.25	1.54	41	7.66	1.74	53	7.36	1.58	16	7.19	1.60	10	7.50	1.96	16	7.75	1.91	12	7.08	2.35
Helping to strengthen the social protection sector	8	7.50	2.00	3	6.67	.58	24	7.54	1.50	13	7.92	1.26	45	7.69	1.38	22	8.14	1.25	34	7.62	1.72	47	7.68	1.18	19	7.84	1.64	12	7.42	2.31	14	7.21	2.72	10	7.20	2.30
Helping to improve the quality of life in urban areas	9	7.44	2.13	4	5.00	2.83	23	7.52	1.75	13	7.38	1.98	47	7.30	1.91	22	8.00	1.20	39	7.08	1.80	55	7.71	1.51	19	6.95	2.39	12	6.92	1.98	15	7.53	2.47	10	7.20	2.74
Helping to reduce corruption in the country with its advice and support	9	6.89	2.52	4	6.50	.58	24	7.46	1.77	14	7.50	1.79	46	7.35	1.49	22	7.95	1.50	40	7.90	1.41	53	7.85	1.35	17	7.94	1.30	13	7.77	1.59	14	7.29	2.20	12	7.33	2.99
Helping to empower communities to participate in their own development	9	7.11	2.26	4	6.75	.96	24	7.63	1.76	13	7.23	1.96	43	7.44	1.55	24	8.13	1.12	37	7.43	1.76	48	8.06	1.14	19	7.58	1.46	10	7.90	1.37	15	7.60	2.53	11	7.36	2.66
Helping Ethiopia adapt to/avert risk of climate change	9	7.78	2.05	4	6.75	.50	23	7.52	1.68	12	7.25	1.86	43	7.72	1.39	21	8.00	1.38	36	7.61	1.48	48	7.77	1.24	15	7.47	1.88	12	7.67	1.37	14	7.29	2.33	11	7.18	2.96

**D. The Work of the World Bank (continued)**

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Ethiopia? (Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

**The Work of the World Bank: Effectiveness**

Which of the following best describes your current position?

	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	9	7.22	1.30	4	6.75	1.26	22	7.36	1.84	13	8.54	1.13	39	7.23	1.65	21	8.24	1.34	35	7.54	1.98	45	7.53	1.22	18	7.17	2.46	9	8.33	1.94	15	6.87	2.33	12	5.83	2.12
Helping to bring about economic growth	9	7.44	1.01	4	7.00	1.41	22	7.09	1.60	13	8.54	1.05	35	7.14	1.26	20	7.90	1.48	33	7.18	1.86	44	7.34	1.27	17	7.00	2.18	9	8.11	1.83	15	6.67	1.88	11	6.36	2.01
Encouraging greater transparency in governance	9	6.56	2.19	4	6.75	1.26	23	7.00	1.81	13	8.00	1.47	38	6.97	1.44	19	7.58	1.50	34	6.65	2.32	44	7.05	1.64	18	7.06	1.83	9	8.00	1.73	15	5.87	2.59	11	4.73	2.76
Helping to strengthen the private sector	8	6.50	1.51	4	6.50	1.29	23	6.87	1.60	13	8.15	.90	32	7.13	1.36	18	7.56	1.15	32	6.83	2.52	43	7.05	1.62	14	6.71	2.02	9	7.67	2.60	13	6.08	2.56	10	4.30	2.63
Helping to strengthen the financial system	9	7.00	1.87	4	6.75	1.26	21	7.10	2.00	13	7.92	1.32	32	6.91	1.53	21	7.67	1.46	34	7.09	2.21	39	7.10	1.37	17	6.71	1.86	8	8.25	1.91	13	6.62	2.22	10	4.70	2.63
Helping to strengthen the regulatory framework	7	6.29	2.81	4	6.50	.58	25	6.76	1.90	14	7.64	1.50	33	7.21	1.54	18	7.33	1.28	34	7.03	1.88	46	6.80	1.68	15	6.67	2.13	8	8.38	1.19	13	5.62	2.57	11	4.73	2.53
Helping to strengthen the judicial system	7	5.57	2.70	4	6.75	.96	20	6.60	2.23	13	8.08	1.50	38	6.76	1.20	18	7.56	1.82	34	7.06	2.06	44	7.11	1.54	17	6.65	2.06	10	7.90	1.37	12	5.83	2.52	10	4.40	3.06
Helping to strengthen the public sector	9	7.11	1.76	4	6.50	.58	22	7.23	1.88	13	7.69	1.18	30	6.90	1.40	19	7.63	1.26	30	7.63	1.40	43	7.21	1.23	15	6.67	1.99	8	7.75	1.39	14	6.43	2.59	10	5.40	1.96
Helping to strengthen the education sector	9	7.56	2.01	4	6.75	.96	23	7.13	1.55	12	8.08	1.24	29	7.00	.93	20	7.55	1.79	32	7.34	1.73	41	7.54	.98	15	7.00	1.73	9	7.33	2.18	11	7.36	1.57	9	6.00	2.55
Helping to strengthen the health sector	9	7.67	1.73	4	6.25	.96	23	7.43	1.47	13	7.85	1.57	34	7.12	1.09	20	7.45	1.57	33	7.06	1.95	44	7.52	1.34	17	6.82	1.78	8	8.38	1.19	14	6.86	1.70	9	6.56	2.35
Safeguarding against corruption in projects/programs that it funds with its procurement rules	9	8.11	1.69	4	6.00	1.41	22	7.23	1.45	13	8.00	1.22	38	6.76	1.60	20	7.65	1.42	32	6.97	1.49	45	7.18	1.66	16	7.19	1.47	10	7.40	2.22	12	6.00	2.89	8	5.63	2.88
Helping to integrate Ethiopia into the global economy	8	7.62	1.77	4	6.50	1.29	21	7.00	1.70	13	7.92	1.12	36	7.06	1.19	19	7.42	1.84	34	7.29	1.83	44	7.32	1.57	18	6.28	2.27	8	7.63	2.07	12	5.58	2.71	11	5.45	2.62
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	9	7.56	1.81	4	6.75	.50	23	7.04	1.74	14	7.71	1.20	34	6.85	1.23	20	7.10	1.77	33	7.58	1.48	45	7.44	1.50	16	6.75	1.53	10	7.10	1.97	13	6.46	1.61	8	4.75	1.91
Ensuring that attention is paid to gender disparities	9	7.33	1.80	4	6.50	1.00	22	7.14	1.58	13	7.77	1.30	36	7.06	1.43	19	7.00	1.73	33	7.30	1.51	42	7.48	1.47	15	6.53	1.73	10	7.90	1.52	12	6.50	2.75	10	4.70	1.64
Helping to strengthen agricultural development	9	7.89	1.36	4	6.75	.50	22	6.95	1.73	13	8.08	1.50	32	6.94	1.19	21	7.48	1.69	32	7.66	1.47	42	7.52	1.06	15	6.80	1.97	9	7.56	1.51	11	6.55	2.38	11	5.18	1.94
Helping to strengthen infrastructure development	9	8.33	1.80	4	6.75	1.26	25	7.64	1.60	13	7.77	1.24	33	6.82	1.47	20	7.55	1.47	34	7.44	1.52	43	7.19	1.48	17	6.53	1.87	9	7.22	2.11	14	7.36	1.86	11	7.00	2.32
Helping to strengthen environment and natural resources management	8	7.63	1.60	4	7.00	.82	22	7.05	1.33	12	8.00	1.35	33	7.03	1.38	20	7.60	1.35	33	6.91	2.08	47	7.43	1.43	15	7.07	1.49	8	7.38	1.77	12	6.50	2.35	10	5.50	2.01
Helping to strengthen the social protection sector	9	7.33	1.32	4	7.00	.82	19	7.42	1.68	13	7.62	1.56	33	7.24	1.23	18	7.50	1.15	32	6.97	2.35	40	7.30	1.22	17	6.94	2.14	9	7.56	2.19	12	6.58	2.02	10	5.40	2.41
Helping to improve the quality of life in urban areas	9	6.56	2.35	4	6.50	.58	22	6.41	1.87	13	7.77	1.30	33	6.58	1.84	19	7.42	1.35	36	6.69	2.57	46	7.24	1.69	17	6.59	2.29	8	7.50	1.77	12	5.17	2.76	10	4.80	2.74
Helping to reduce corruption in the country with its advice and support	9	6.22	2.59	4	7.00	.82	20	6.55	2.16	14	7.57	1.45	34	6.82	1.47	17	7.35	1.06	35	6.74	2.31	45	7.16	1.40	17	6.94	1.75	10	7.60	1.65	12	5.92	2.78	12	4.75	2.60
Helping to empower communities to participate in their own development	8	6.88	2.17	4	7.25	.96	23	6.22	2.26	13	7.38	1.12	35	6.83	1.46	20	7.10	1.59	32	6.78	2.46	42	7.64	1.36	16	6.56	2.16	9	8.22	1.30	14	5.71	2.70	11	5.18	2.52
Helping Ethiopia adapt to/avert risk of climate change	8	7.00	2.14	4	7.25	.96	21	6.67	2.18	12	7.25	1.06	37	6.95	1.37	19	7.37	1.80	32	7.56	1.88	39	7.41	1.21	17	6.76	1.71	10	7.90	1.66	13	5.77	2.39	10	4.90	2.38

**E. The Way the World Bank does Business**

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.

**The Way the World Bank does Business**

Which of the following best describes your current position?

	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Technical competence	10	8.20	1.23	4	6.50	1.00	27	7.37	1.42	13	7.46	1.71	51	7.47	1.57	24	7.75	1.70	40	7.85	1.56	55	7.18	1.43	19	7.32	1.29	13	7.38	1.50	18	7.39	1.72	10	6.90	1.91
Producing knowledge and research that are useful	10	8.20	1.23	5	6.80	1.92	23	7.09	1.76	13	7.23	1.36	41	7.66	1.46	23	7.96	1.33	37	7.65	1.49	43	7.49	1.22	15	7.73	1.58	10	7.40	1.43	13	7.31	1.44	10	7.10	1.91
Making the results of studies and analyses readily available	10	8.20	1.03	5	6.60	2.07	28	7.00	1.41	14	7.14	1.35	46	7.35	1.45	26	7.50	1.42	37	7.43	1.59	49	7.55	1.34	18	7.11	1.71	10	7.50	1.58	14	7.29	2.02	10	6.80	1.99
Sharing knowledge about international best practices	10	7.70	1.42	4	6.25	.50	25	6.80	1.58	14	7.57	1.55	39	7.18	1.35	22	7.59	.96	38	7.45	1.48	49	7.49	1.28	17	7.06	1.71	11	7.82	1.89	17	7.47	1.55	9	6.78	2.17
Ability to adapt its knowledge to your country's needs	10	6.70	1.16	4	6.25	.50	25	6.72	1.54	13	7.92	.95	43	7.02	1.46	20	7.45	1.05	33	7.06	1.39	47	7.30	1.73	16	7.00	1.79	9	6.89	1.36	14	6.50	2.21	11	5.09	1.58
Ensuring its staff is accessible	9	7.33	1.50	5	5.40	2.70	26	6.96	1.75	12	7.50	.90	40	7.05	1.54	24	6.79	2.04	38	6.61	2.19	46	7.35	1.54	19	7.00	2.05	10	7.00	1.25	14	6.50	2.28	9	5.11	2.89
Providing sound policy and economic advice	10	6.40	1.65	4	6.50	1.29	23	6.96	1.52	13	8.00	1.08	39	7.00	1.30	23	7.70	.88	35	7.31	1.59	45	6.89	1.51	17	6.94	1.56	11	8.09	1.22	17	7.59	1.84	10	4.80	1.93
Straightforwardness in its dealings with you	10	7.70	1.89	5	5.60	2.70	24	6.75	2.03	14	7.71	1.33	39	7.26	1.62	21	7.10	1.48	35	6.91	2.08	41	7.24	1.56	16	6.94	1.73	11	7.64	1.69	11	7.64	1.69	10	5.20	2.66
Maintaining consistent messages	10	7.90	1.52	4	6.50	1.29	28	7.14	1.88	13	8.38	.96	44	7.43	1.56	24	7.42	1.44	36	7.14	2.07	45	7.42	1.41	17	7.65	1.58	9	7.11	1.17	15	6.87	1.92	11	5.73	2.28
Promoting the inclusion of local communities in the development of strategies	10	7.60	1.71	4	6.75	.96	26	6.81	1.65	13	8.00	1.08	43	6.60	1.61	23	6.96	1.58	35	7.37	1.59	55	7.27	1.65	21	6.62	1.88	12	7.25	1.66	15	6.27	2.19	11	5.55	2.07
Promoting the inclusion of civil society in the development of strategies	9	6.44	1.51	4	5.50	1.29	26	6.85	1.59	14	8.00	1.24	50	7.20	1.64	26	7.15	1.54	39	7.31	1.58	52	7.12	1.81	20	7.55	1.64	12	7.50	1.57	16	6.75	2.18	11	5.45	2.73
Promoting the inclusion of local project experts in the development of strategies	10	7.10	1.73	4	6.25	.96	24	6.92	1.69	13	7.69	.85	47	7.06	1.42	23	7.52	1.47	35	7.20	1.53	55	6.98	1.80	20	6.45	1.82	12	7.50	1.17	16	6.56	2.22	10	6.00	2.67
Promoting the inclusion of private sector in the development of strategies	9	7.11	1.17	4	6.50	.58	27	7.07	1.49	14	8.07	1.00	45	7.11	1.53	24	7.63	1.06	42	6.69	2.09	50	7.18	1.40	19	6.63	2.01	14	7.79	1.37	14	6.07	2.43	11	4.64	2.29
Giving appropriate priority to poverty reduction	10	8.20	1.23	4	6.25	.96	26	7.46	1.42	13	8.00	.82	41	7.07	1.79	23	7.13	1.63	35	7.46	1.96	51	7.49	1.45	16	6.94	1.81	10	7.20	1.48	15	6.87	2.47	12	6.00	1.76
Lending in a way that promotes effective development	10	7.80	1.14	4	6.25	1.50	25	6.92	2.06	13	8.00	1.08	45	7.29	1.49	22	7.45	1.01	37	7.86	1.38	51	7.33	1.41	18	6.83	2.18	11	7.55	1.63	15	7.27	1.83	11	4.73	2.28

## F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

### Project/Program Related Issues

Which of the following best describes your current position?

	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	10	6.10	2.73	4	6.00	.82	27	6.63	2.17	13	7.31	1.60	49	6.65	1.85	24	7.33	1.34	40	6.88	1.98	54	7.02	1.74	21	6.95	1.47	12	7.17	1.90	16	7.19	2.48	10	5.00	2.21
The Bank disburses funds promptly	10	5.90	2.69	4	6.00	.00	25	6.84	2.06	14	7.64	1.55	38	6.63	1.73	24	6.79	1.74	38	6.82	2.08	48	7.17	1.64	16	6.94	1.77	11	6.55	2.07	14	6.86	2.41	8	4.88	2.47
The Bank works efficiently	10	6.90	2.08	4	6.50	.58	27	6.85	2.01	13	7.62	1.26	44	6.70	1.44	22	7.09	1.66	35	7.03	1.90	53	7.40	1.61	19	6.74	1.73	12	7.67	1.50	14	7.07	2.30	10	5.80	1.69
The Bank effectively monitors and evaluates the projects and programs it supports	9	8.11	1.76	4	6.00	.82	26	7.50	1.36	14	7.64	1.34	48	6.77	1.31	26	6.88	1.51	42	7.26	1.73	55	7.31	1.51	19	6.79	1.51	11	7.82	1.83	16	7.12	1.86	12	5.25	1.76
The Bank helps to build capacity at the community level	10	7.10	1.60	4	6.25	.96	27	6.81	1.82	13	7.92	1.12	38	6.71	1.37	24	6.63	1.31	41	7.20	2.02	49	6.92	1.86	18	7.28	1.90	14	7.36	1.50	14	7.00	2.86	11	5.64	2.29
The Bank helps to build capacity of government officials	10	7.30	1.42	4	6.00	.82	25	6.72	1.97	13	7.31	1.32	42	6.67	1.44	22	7.09	1.15	36	7.42	1.48	47	7.28	1.36	18	6.83	1.29	11	7.55	1.63	15	7.93	1.22	8	5.88	2.64
The Bank and partners in government collaborate well together on Bank supported programs and projects in Ethiopia	10	8.00	1.25	4	6.00	.82	25	7.12	1.45	14	7.29	1.33	48	6.67	1.55	25	6.88	1.42	38	7.26	1.33	55	7.27	1.55	18	6.61	1.54	12	7.00	1.54	17	7.71	1.45	10	6.30	2.21
The Bank helps to strengthen institutional capacity	10	8.10	1.52	4	6.00	.82	27	6.93	1.64	13	7.69	1.18	42	7.05	1.41	24	6.83	1.49	39	7.46	1.54	47	7.34	1.46	19	6.95	1.65	12	7.42	2.19	17	6.76	2.49	10	5.30	1.64
The Government supports and takes responsibility for development efforts in Ethiopia	10	8.50	1.84	5	4.80	2.17	26	7.38	1.90	14	7.86	1.29	46	6.98	1.58	24	7.17	1.24	37	7.43	1.59	56	7.39	1.50	17	7.35	1.58	12	7.50	1.17	13	7.38	1.89	11	4.73	2.49
The Bank's procurement requirements are reasonable	10	7.30	2.00	4	6.00	1.41	25	6.80	2.04	13	7.46	1.39	47	7.04	1.30	25	6.72	1.81	36	6.97	1.78	54	7.02	1.76	20	7.05	1.70	12	7.25	1.42	14	6.86	1.99	10	5.20	2.35

## G. The Future Role of the World Bank in Ethiopia

### The Future Role of the World Bank in Ethiopia

Which of the following best describes your current position?

Variables	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the Bank should play in Ethiopia's development over the medium term in the near future?	9	8.22	2.05	4	6.75	.50	28	7.82	1.09	14	8.07	1.38	54	7.43	.96	27	7.70	1.14	48	7.83	1.40	64	7.72	1.12	22	7.59	1.47	14	7.64	1.34	18	8.00	1.81	12	7.83	1.75

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

Which one of the following should the Bank do to make itself of greater value in Ethiopia? (Choose only ONE)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Improve the quality of its experts as related to Ethiopia's specific challenges	12.5	25.0	21.4	22.2	19.6	19.2	28.2	15.3	28.6	15.4	17.6	16.7
Reduce the complexity of obtaining World Bank financing	50.0	25.0	17.9	22.2	21.6	11.5	12.8	25.4	23.8	15.4	35.3	33.3
Focus primarily on advice and advocacy issues	12.5	-	14.3	22.2	13.7	23.1	15.4	23.7	-	30.8	17.6	8.3
Improve the competitiveness of its financing (e.g., cost, timeliness, and other terms) compared to markets	-	-	21.4	33.3	31.4	19.2	30.8	23.7	28.6	23.1	5.9	16.7
Offer more innovative financial products	12.5	25.0	14.3	-	11.8	23.1	5.1	10.2	14.3	15.4	11.8	-
Offer more innovative knowledge services	-	-	3.6	-	2.0	-	7.7	1.7	4.8	-	5.9	-
Other	12.5	25.0	7.1	-	-	3.8	-	-	-	-	5.9	25.0

### G. The Future Role of the World Bank in Ethiopia (continued)

When Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose only ONE)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The World Bank works inefficiently/too slowly	37.5	33.3	4.0	-	9.8	11.5	7.9	15.0	10.5	15.4	-	-
Government works inefficiently/too slowly	-	-	-	8.3	19.6	19.2	7.9	21.7	26.3	30.8	7.1	12.5
There is not an adequate level of citizen/civil society participation	-	-	16.0	8.3	17.6	11.5	18.4	13.3	10.5	7.7	35.7	-
Poor donor coordination	-	33.3	32.0	41.7	21.6	26.9	26.3	33.3	15.8	38.5	14.3	37.5
Lack of/inadequate levels of capacity in Government	25.0	33.3	36.0	41.7	21.6	30.8	21.1	11.7	15.8	-	7.1	12.5
Political pressures and obstacles	-	-	4.0	-	9.8	-	7.9	3.3	10.5	7.7	28.6	12.5
Reforms are not well thought out in light of country challenges	37.5	-	8.0	-	-	-	10.5	1.7	10.5	-	7.1	25.0

### H. Communication and Outreach

From where do you get most of your information about economic and social development issues in Ethiopia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Local newspapers	50.0%	75.0%	46.4%	50.0%	46.3%	59.3%	36.7%	37.5%	28.6%	57.1%	38.9%	41.7%
International newspapers	12.5%	0.0%	0.0%	0.0%	1.9%	0.0%	2.0%	3.1%	4.8%	0.0%	5.6%	8.3%
Local radio	0.0%	0.0%	10.7%	14.3%	16.7%	14.8%	18.4%	17.2%	14.3%	7.1%	16.7%	8.3%
International radio	0.0%	0.0%	0.0%	0.0%	7.4%	3.7%	2.0%	3.1%	0.0%	0.0%	5.6%	0.0%
Local television	75.0%	50.0%	39.3%	50.0%	42.6%	22.2%	32.7%	28.1%	33.3%	35.7%	33.3%	25.0%
International television	0.0%	0.0%	17.9%	0.0%	3.7%	3.7%	14.3%	10.9%	4.8%	7.1%	5.6%	25.0%
Periodicals	12.5%	0.0%	7.1%	21.4%	20.4%	18.5%	24.5%	17.2%	4.8%	14.3%	16.7%	16.7%
Internet	37.5%	0.0%	25.0%	7.1%	13.0%	14.8%	18.4%	25.0%	28.6%	14.3%	22.2%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	16.7%

From where do you get most of your information about the World Bank's development activities in Ethiopia? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Local newspapers	40.0%	40.0%	24.1%	50.0%	29.6%	44.4%	33.3%	30.2%	20.0%	28.6%	33.3%	40.0%
International newspapers	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	2.1%	1.6%	0.0%	0.0%	11.1%	0.0%
Local radio	0.0%	0.0%	3.4%	7.1%	24.1%	18.5%	14.6%	17.5%	10.0%	28.6%	11.1%	10.0%
International radio	10.0%	0.0%	0.0%	7.1%	1.9%	3.7%	4.2%	1.6%	0.0%	0.0%	5.6%	0.0%
Local television	30.0%	0.0%	24.1%	7.1%	25.9%	25.9%	33.3%	23.8%	15.0%	14.3%	27.8%	30.0%
International television	0.0%	0.0%	3.4%	0.0%	1.9%	0.0%	0.0%	6.3%	15.0%	7.1%	0.0%	20.0%
Periodicals	0.0%	0.0%	17.2%	21.4%	13.0%	11.1%	8.3%	12.7%	15.0%	21.4%	16.7%	10.0%
Blogs	0.0%	0.0%	3.4%	0.0%	9.3%	7.4%	2.1%	6.3%	10.0%	0.0%	11.1%	0.0%
Internet	30.0%	60.0%	27.6%	28.6%	29.6%	18.5%	31.3%	30.2%	15.0%	35.7%	27.8%	30.0%
World Bank Development Information Corners	0.0%	0.0%	3.4%	0.0%	1.9%	3.7%	2.1%	6.3%	0.0%	0.0%	0.0%	0.0%
World Bank conferences, seminars, workshops	0.0%	0.0%	10.3%	0.0%	9.3%	11.1%	2.1%	4.8%	20.0%	0.0%	0.0%	0.0%
World Bank publications, materials	30.0%	0.0%	10.3%	0.0%	3.7%	3.7%	8.3%	6.3%	5.0%	7.1%	11.1%	10.0%
World Bank website	20.0%	20.0%	17.2%	14.3%	7.4%	7.4%	6.3%	7.9%	5.0%	7.1%	16.7%	0.0%
World Bank Public Information Center (PIC)	0.0%	0.0%	0.0%	28.6%	3.7%	7.4%	4.2%	3.2%	5.0%	0.0%	0.0%	10.0%
Direct contact/interaction with World Bank staff	10.0%	0.0%	6.9%	7.1%	0.0%	3.7%	2.1%	0.0%	0.0%	0.0%	0.0%	10.0%
Other	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%

**H. Communication and Outreach (continued)****How you would prefer to receive information from the World Bank? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
World Bank website	44.4%	25.0%	78.6%	64.3%	43.4%	35.7%	56.3%	46.9%	50.0%	71.4%	50.0%	27.3%
Face to face meetings/discussions	66.7%	100.0%	21.4%	42.9%	43.4%	57.1%	22.9%	31.3%	31.8%	14.3%	27.8%	18.2%
e-newsletters	0.0%	0.0%	21.4%	7.1%	11.3%	17.9%	10.4%	9.4%	22.7%	14.3%	22.2%	36.4%
Workshops/conferences	55.6%	25.0%	25.0%	14.3%	39.6%	17.9%	22.9%	21.9%	18.2%	0.0%	38.9%	36.4%
Mobile phones	0.0%	0.0%	7.1%	7.1%	5.7%	7.1%	8.3%	12.5%	13.6%	14.3%	11.1%	18.2%
Social media	0.0%	0.0%	7.1%	14.3%	15.1%	10.7%	18.8%	21.9%	13.6%	28.6%	11.1%	18.2%
Blogs	0.0%	0.0%	0.0%	0.0%	7.5%	0.0%	6.3%	6.3%	4.5%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Do you have access to the Internet:**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	100.0	100.0	100.0	100.0	100.0	96.4	97.9	96.8	100.0	100.0	100.0	100.0
No	-	-	-	-	-	3.6	2.1	3.2	-	-	-	-

**I use/have used the World Bank website:**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	77.8	100.0	95.8	100.0	100.0	100.0	88.9	94.3	91.7	92.9	77.8	60.0
No	22.2	-	4.2	-	-	-	11.1	5.7	8.3	7.1	22.2	40.0

**I primarily use:**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The World Bank's country website	16.7	-	28.0	25.0	37.5	39.1	28.9	34.0	57.1	22.2	37.5	33.3
The World Bank's main website	83.3	100.0	72.0	75.0	62.5	60.9	71.1	66.0	42.9	77.8	62.5	66.7

**I use/have used the World Bank's Public Information Centers (PICs) in Ethiopia:**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	37.5	50.0	55.6	100.0	59.3	53.6	55.3	67.2	54.2	57.1	64.7	41.7
No	12.5	25.0	22.2	-	18.5	21.4	12.8	12.5	33.3	21.4	35.3	25.0
I don't know what PIC is	50.0	25.0	22.2	-	22.2	25.0	31.9	20.3	12.5	21.4	-	33.3

**I use/have used the World Bank's Development Information Corners in Ethiopia:**

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	37.5	50.0	48.1	100.0	59.3	50.0	55.3	70.3	62.5	57.1	70.6	33.3
No	12.5	25.0	25.9	-	20.4	25.0	12.8	12.5	20.8	21.4	29.4	16.7
I don't know what World Bank Development Information Corners is	50.0	25.0	25.9	-	20.4	25.0	31.9	17.2	16.7	21.4	-	50.0

**H. Communication and Outreach (continued)**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

**Communication and Outreach**

Which of the following best describes your current position?

	Office of Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank Project/ PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's PIC is a valuable source of information related to development in Ethiopia	4	7.00	2.16	3	7.33	2.31	15	6.93	1.33	14	7.64	1.15	33	7.18	1.45	14	7.50	1.29	27	7.44	1.42	43	7.51	1.20	15	7.87	1.36	9	7.33	1.22	11	7.73	1.56	5	6.20	1.79
The World Bank's Development Information Corner is a valuable source of information related to development in Ethiopia	4	7.00	2.16	2	6.00	.00	13	7.08	.86	14	8.00	1.18	33	7.36	1.29	15	7.07	1.03	27	7.70	1.03	44	7.75	.87	15	7.33	1.18	8	7.25	1.39	12	7.67	.78	4	5.50	1.29
I find the Bank websites easy to navigate	6	7.00	1.90	4	4.50	2.38	27	6.89	1.53	14	7.79	.97	49	7.08	1.61	25	7.04	1.34	39	6.49	1.68	55	7.44	1.38	20	7.00	1.62	13	6.92	1.55	13	8.62	1.04	8	7.13	1.25
I find the information on the Bank's websites useful	6	8.00	1.26	3	5.67	.58	27	7.00	1.82	14	7.71	1.14	52	7.31	1.54	27	7.07	1.17	36	6.97	1.61	53	7.34	1.31	20	7.05	1.23	11	7.64	1.63	11	8.00	1.55	8	7.00	1.51
When I need information from the World Bank I know how to find it	7	7.43	2.23	3	4.00	2.65	24	6.63	2.22	14	7.64	1.50	42	7.17	2.01	15	7.20	1.21	34	7.00	1.48	51	6.96	1.98	16	6.75	2.11	9	7.00	1.32	12	7.50	2.02	8	5.75	2.43
The Bank is responsive to my information requests and inquiries	6	6.67	2.66	3	4.00	2.65	23	6.04	2.16	13	7.38	2.33	42	7.50	1.99	18	7.83	1.47	34	6.74	1.81	53	7.26	2.18	15	6.60	2.56	8	6.50	1.69	11	6.55	2.16	7	5.88	2.34

## Appendix C: Responses to All Questions by Year<sup>1</sup>

FY '06 Response Number = 306 • FY '11 Response Number = 312

### A. Background Information

#### Background Information

Variables	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Ethiopia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	261	5.86	2.22	319	6.58	1.46

#### How long have you been involved with (or a close observer of) the World Bank's activities?

Percentage of Respondents	FY 2006	FY 2012
Less than one year	12.2	12.6
One to three years	34.3	39.9
More than three years	53.5	47.5

#### Which best represents your geographic location?

Percentage of Respondents	FY 2006	FY 2012
Addis Ababa	82.7	93.8
Southern Nations Nationalities and Peoples' Regional State	1.1	1.2
Oromia	5.3	.9
Amhara	3.8	1.9
Tigray	2.3	1.2
Other	4.9	.9

### B. General Issues facing Ethiopia

#### In general, would you say that Ethiopia is currently headed...

Percentage of Respondents	FY 2006	FY 2012
In the right direction	55.2	69.8
In the wrong direction	26.1	19.8
Have no real opinion*	-	6.8
Don't know	18.7	3.7

\*This response option not offered in FY 2006 country survey.

#### General Issues facing Ethiopia

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Ethiopia is headed in the right direction in terms of sustaining economic recovery and promoting growth	254	2.62	.82	325	2.94	.86
Ethiopia is headed in the right direction in terms of improving governance	250	2.28	.93	325	2.84	.91
Ethiopia is headed in the right direction in terms of delivering better services to the poor	249	2.56	.82	305	3.03	.81
Ethiopia is headed in the right direction in terms of reducing corruption	240	2.28	.87	316	2.83	.85
Ethiopia is headed in the right direction in terms of ensuring that all children have access to education	256	3.01	.77	316	3.05	.82
Ethiopia is headed in the right direction in terms of ensuring adequate and productive infrastructure	257	2.84	.71	316	3.03	.84
Ethiopia is headed in the right direction in terms of ensuring access to clean water	248	2.81	.69	317	3.03	.80
Ethiopia is headed in the right direction in terms of reducing gender disparities	249	2.88	.66	307	3.03	.80
Ethiopia is headed in the right direction in terms of increasing voice and participation of the citizens	252	2.21	.98	315	2.69	1.02
Ethiopia is headed in the right direction in terms of responsive leadership	246	2.05	.90	317	2.59	1.00

<sup>1</sup> Only those questions that were asked in the FY '06 and FY '12 country surveys, with similar response scales/options, are presented.



## B. General Issues facing Ethiopia (continued)

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	FY 2006	FY 2012
Government effectiveness/improving governance	13.6%	23.7%
HIV/AIDS and other communicable diseases	2.3%	0.7%
Economic growth*	-	19.4%
Reducing corruption	1.5%	8.5%
Promote policies to stimulate foreign direct investment*	-	5.7%
Promote policies to stimulate domestic private investment*	-	6.7%
Increasing access to education	1.5%	8.5%
Increasing access to health services	0.4%	6.0%
Reducing poverty	71.6%	9.5%
Improving the effectiveness of law and justice system	1.5%	2.5%
Improving basic infrastructure	1.1%	2.5%
Improving environmental quality*	-	0.7%
Protecting natural resources*	-	0.0%
Increasing employment/ income generating opportunities	0.8%	1.4%
Enhancing the opportunity for private sector growth/investment	2.3%	1.1%
Agriculture development*	-	2.8%
Strengthening regulatory framework*	-	0.0%
Improving trade and exports*	-	0.0%
Climate change*	-	0.0%
Food security*	-	0.0%
Other	3.8%	0.4%

\*This response option not offered in FY 2006 country survey.

Then identify which one you consider the *second most important* development priority.

Percentage of Respondents	FY 2006	FY 2012
Government effectiveness/improving governance	19.2%	3.2%
HIV/AIDS and other communicable diseases	9.8%	0.4%
Economic growth*	-	3.9%
Reducing corruption	4.3%	1.8%
Promote policies to stimulate foreign direct investment*	-	1.1%
Promote policies to stimulate domestic private investment*	-	1.1%
Increasing access to education	7.1%	1.8%
Increasing access to health services	5.1%	1.8%
Reducing poverty	11.8%	13.9%
Improving the effectiveness of law and justice system	9.4%	4.3%
Improving basic infrastructure	6.3%	7.1%
Improving environmental quality*	-	7.1%
Protecting natural resources*	-	9.6%
Increasing employment/ income generating opportunities	14.1%	12.1%
Enhancing the opportunity for private sector growth/investment	7.1%	14.2%
Agriculture development*	-	13.5%
Strengthening regulatory framework*	-	2.5%
Improving trade and exports*	-	0.4%
Climate change*	-	0.4%
Food security*	-	0.0%
Other	5.9%	0.4%

\*This response option not offered in FY 2006 country survey.

## C. Overall Attitudes toward the World Bank

In your opinion, what should be the level of involvement of the World Bank in Ethiopia's development strategies?

Percentage of Respondents	FY 2006	FY 2011
The Bank should be more involved	74.5	76.9
The Bank is currently involved at an optimum level	11.8	8.0
The Bank should be less involved	6.1	10.2
The Bank shouldn't be involved at all*	-	2.8
Don't know	7.6	2.2

\*This response option not offered in FY 2006 country survey.

### C. Overall Attitudes toward the World Bank (continued)

In broad terms of economic and social development, what is the “greatest value” brought by the World Bank to Ethiopia?

Percentage of Respondents	FY 2006	FY 2011
The Bank's knowledge	18.6%	17.4%
Technical advice	1.9%	17.4%
Policy and economic advice	4.9%	11.9%
Lending when others won't	2.7%	18.4%
Donor coordination and convener	5.7%	9.2%
Ability to mobilize resources	1.1%	3.4%
Ability to build implementation capacity	2.3%	3.8%
Financial resources	60.5%	18.4%
Other	2.3%	0.0%

What is the “second greatest value”?

Percentage of Respondents	FY 2006	FY 2011
The Bank's knowledge	22.2%	5.8%
Technical advice	11.1%	9.9%
Policy and economic advice	20.2%	5.1%
Lending when others won't	7.4%	4.7%
Donor coordination and convener	10.3%	2.6%
Ability to mobilize resources	4.1%	4.4%
Ability to build implementation capacity	12.8%	15.7%
Financial resources	11.5%	51.8%
Other	19.3%	0.0%

Which of the following do you identify as the Bank's greatest weaknesses in its work in Ethiopia?

(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2006	FY 2011
Imposing technocratic solutions without regard to political realities	37.2%	9.6%
Not exploring alternative policy options*	-	4.0%
Does not push Government hard enough on reforms needed for poverty reduction and private sector growth	18.4%	15.5%
Too bureaucratic in its operational policies and procedures	1.3%	39.6%
Not client focused*	-	13.0%
Staff too inaccessible	1.3%	16.1%
Is arrogant in its approach	2.7%	4.3%
Not willing to honestly criticize politics and reform efforts in the country*	-	9.6%
Too influenced by the US	19.7%	16.4%
Not enough public disclosure of its work*	-	23.8%
World Bank processes too slow and complex*	-	22.0%
Inadequately aligned with country priorities*	-	5.3%
Other	0.0%	0.6%

\*This response option not offered in FY 2006 country survey.

Which of the following statements best represents how the Bank should work in Ethiopia?

Percentage of Respondents	FY 2006	FY 2011
The Bank should work primarily with the Government of Ethiopia to advance the country's development program	18.2	24.6
The Bank should work in partnership with a broad range of stakeholders to advance the country's development program	81.8	75.4

Which of the following statements best represents how the Bank does work in Ethiopia?

Percentage of Respondents	FY 2006	FY 2011
The Bank works primarily with the Government of Ethiopia to advance the country's development program	84.3	60.9
The Bank works in partnership with a broad range of stakeholders to advance the country's development program	15.7	39.1

### C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Ethiopia.

Overall Attitudes toward the World Bank

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Ethiopia	250	6.68	2.28	296	7.15	1.83
The Bank's work is aligned with what I consider the development priorities for this country	248	6.38	2.25	295	7.09	1.71
The World Bank supports programs and strategies that are realistic and sustainable for Ethiopia	245	5.69	2.21	288	7.03	1.67
The World Bank treats clients and stakeholders in Ethiopia with respect	209	6.68	2.50	275	7.12	1.67
The World Bank collaborates well with other donors here*	191	6.61	2.48	252	7.17	1.57
The Bank is an effective catalyst for discussion on critical issues related to poverty and growth	235	6.62	2.42	284	7.10	1.88
The World Bank's work promotes country ownership of development strategies	239	6.13	2.45	289	7.07	1.74
The Bank's work promotes the empowerment of Ethiopian citizens to participate in development	242	5.24	2.66	287	7.01	1.91
The World Bank imposes reasonable conditions on its lending	216	6.10	2.63	249	6.99	1.83

\* In the FY '06 survey, this statement read "The World Bank collaborates with other donors here".

### D. The Work of the World Bank: Importance

How important is it for the World Bank to be involved in that particular area of work in Ethiopia?

(Asked on a 10-point\* importance scale, 1 being Not at all, 10 being Very.)

The Work of the World Bank: Importance

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	263	9.38	1.46	295	8.33	1.48
Helping to bring about economic growth	259	9.15	1.54	277	8.31	1.44
Encouraging greater transparency in governance	247	8.76	1.98	284	7.95	1.62
Helping to strengthen the private sector	246	8.38	2.26	261	7.89	1.56
Helping to strengthen the financial system	243	8.69	1.84	269	7.98	1.48
Helping to strengthen the regulatory framework	230	8.23	2.12	281	7.83	1.59
Helping to strengthen the judicial system	221	7.83	2.72	269	7.72	1.68
Helping to strengthen the public sector	251	8.32	2.12	262	7.74	1.60
Helping to strengthen the education sector	243	9.14	1.62	265	7.99	1.49
Helping to strengthen the health sector	248	9.09	1.69	267	8.03	1.43
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	236	8.33	2.21	280	7.73	1.65
Ensuring that attention is paid to gender disparities	247	8.48	1.99	266	7.58	1.55
Helping to strengthen agricultural development	246	9.13	1.67	266	7.94	1.47
Helping to strengthen infrastructure development	252	9.45	1.34	263	7.94	1.64
Helping to strengthen environment and natural resources management	239	8.50	2.12	266	7.57	1.70
Helping to strengthen the social protection sector	222	7.91	2.18	254	7.65	1.61
Helping to improve the quality of life in urban areas	237	8.20	2.39	271	7.36	1.90
Helping to reduce corruption in the country with its advice and support	230	8.17	2.47	271	7.62	1.66

\* Responses from the FY '06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### D. The Work of the World Bank: Effectiveness

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Ethiopia?

(Asked on a 10-point\* effectiveness scale, 1 being Not at all, 10 being Very.)

The Work of the World Bank: Effectiveness

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	252	6.16	2.61	244	7.45	1.80
Helping to bring about economic growth	241	6.39	2.32	232	7.29	1.60
Encouraging greater transparency in governance	224	5.14	2.71	239	6.90	1.96
Helping to strengthen the private sector	221	5.40	2.51	219	6.88	1.96
Helping to strengthen the financial system	215	6.22	2.18	223	7.04	1.88
Helping to strengthen the regulatory framework	194	5.64	2.24	229	6.85	1.92
Helping to strengthen the judicial system	184	4.72	2.67	228	6.86	1.98
Helping to strengthen the public sector	220	5.95	2.34	219	7.12	1.63
Helping to strengthen the education sector	215	6.89	2.37	215	7.28	1.55
Helping to strengthen the health sector	226	6.63	2.36	228	7.28	1.58
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	203	5.44	2.54	231	7.10	1.62
Ensuring that attention is paid to gender disparities	220	6.12	2.22	226	7.09	1.70
Helping to strengthen agricultural development	221	6.29	2.44	223	7.22	1.60
Helping to strengthen infrastructure development	232	7.56	2.17	233	7.28	1.63
Helping to strengthen environment and natural resources management	198	5.65	2.50	226	7.13	1.65
Helping to strengthen the social protection sector	178	5.20	2.35	217	7.14	1.74
Helping to improve the quality of life in urban areas	207	4.95	2.38	231	6.73	2.10
Helping to reduce corruption in the country with its advice and support	189	4.40	2.72	230	6.81	1.93

\* Responses from the FY '06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below.

(Asked on a 10-point\* effectiveness scale, 1 being Not at all, 10 being Very.)

The Way the World Bank does Business

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
Technical competence	217	8.04	2.13	287	7.44	1.54
Producing knowledge and research that are useful	237	8.00	2.01	245	7.54	1.46
Making the results of studies and analyses readily available	230	7.17	2.32	269	7.35	1.51
Sharing knowledge about international best practices	233	7.05	2.23	257	7.33	1.46
Ability to adapt its knowledge to your country's needs	227	5.95	2.06	248	6.98	1.57
Ensuring its staff is accessible	216	6.37	2.44	255	6.89	1.88
Providing sound policy and economic advice	223	6.39	1.95	248	7.10	1.56
Straightforwardness in its dealings with you	207	6.73	2.55	239	7.07	1.84
Maintaining consistent messages	217	6.80	2.28	258	7.28	1.71
Promoting the inclusion of local communities in the development of strategies	219	5.23	2.70	271	6.98	1.72
Promoting the inclusion of civil society in the development of strategies	211	4.97	2.64	280	7.09	1.75
Promoting the inclusion of local project experts in the development of strategies	210	5.71	2.47	272	7.01	1.67
Promoting the inclusion of private sector in the development of strategies	181	5.19	2.40	275	6.99	1.74
Giving appropriate priority to poverty reduction	244	7.01	2.31	258	7.26	1.69
Lending in a way that promotes effective development	231	6.36	2.34	265	7.26	1.67

\* Responses from the FY '06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

#### Project/Program Related Issues

	year					
	FY 2006			FY 2012		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	134	5.70	2.53	283	6.82	1.94
The Bank disburses funds promptly	124	5.85	2.43	251	6.76	1.96
The Bank works efficiently	132	6.51	2.27	265	6.99	1.76
The Bank effectively monitors and evaluates the projects and programs it supports	137	6.76	2.40	285	7.09	1.64
The Bank helps to build capacity at the community level	137	5.26	2.69	265	6.92	1.82
The Bank helps to build capacity of government officials	127	6.46	2.45	253	7.05	1.57
The Bank and partners in government collaborate well together on Bank supported programs and projects in Ethiopia	130	6.77	2.23	278	7.04	1.55
The Bank helps to strengthen institutional capacity	148	6.76	2.47	267	7.08	1.69
The Government supports and takes responsibility for development efforts in Ethiopia	148	6.45	2.78	273	7.23	1.74
The Bank's procurement requirements are reasonable	115	6.07	2.54	273	6.91	1.78

### H. Communication and Outreach

I use/have used the World Bank website:

Percentage of Respondents	FY 2006	FY 2011
Yes	54.5	92.3
No	45.5	7.7

I primarily use:

Percentage of Respondents	FY 2006	FY 2011
The World Bank's country website	26.8	33.7
The World Bank's main website	73.2	66.3

I use/have used the World Bank's Public Information Centers (PICs) in Ethiopia:

Percentage of Respondents	FY 2006	FY 2011
Yes	18.1	59.7
No	81.9	18.4
I don't know what PIC is*	-	21.9

\*This response option not offered in FY 2006 country survey.

## Appendix D: Ethiopia Questionnaire



### **World Bank Client Survey FY12 – Ethiopia**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Ethiopia or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Ethiopia, more in-depth insight into how the Bank's work is perceived. This is one tool the Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Ethiopia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Ethiopia. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

#### **SECTION A: BACKGROUND INFORMATION**

##### **A1. Which of the following best describes your current position? (Please mark only one response)**

1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU - overseeing implementation of project)
7	Local Government Office or Staff
8	Bilateral or Multilateral Agency
9	Private Sector Organization
10	NGOs (including CBOs)
11	Media (Press, Radio, TV, Web etc.)
12	Independent Government Institution (i.e., Regulatory Agency, Central Bank)
13	Trade Union
14	Academia/Research Institute/Think tank
15	Judiciary
16	Other (please specify): _____

**SECTION A: BACKGROUND INFORMATION (CONT..)****A2. Please identify the primary specialization of your work. (Please mark only one response)**

1	Agriculture, Agribusiness, Forestry
2	Commerce, Trade and Manufacturing
3	Communications, Information Services
4	Economic Management
5	Environment, Natural Resource Management
6	Finance, Banking, Insurance
7	Infrastructure (e.g., Transport, Water, Energy, Telecommunications)
8	Law, Justice
9	Legislature, Politics
10	Health
11	Education
12	Other social services
13	Other (please specify): _____

**A3. How familiar are you with the work of the World Bank in Ethiopia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar?"**

1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

**A4. Which of the following best describes your exposure to the World Bank in Ethiopia? (Please choose only one)**

1	Very familiar (collaborated, part of my professional duties, etc)
2	Fairly familiar (personal interest, follow the press)
3	Superficially (occasional press news, informal sources, etc.)

**A5. How long have you been involved with (or a close observer of) the World Bank's activities?**

1	Less than one year
2	One to three years
3	More than three years

**SECTION A: BACKGROUND INFORMATION (CONT..)****A6. Which best represents your geographic location?**

1	Addis Ababa
2	Southern Nations Nationalities and Peoples' Regional State
3	Oromia
4	Amhara
5	Tigray
6	Other (please specify): _____

**A7. Which best describes your age?**

1	18 - 25
2	26 - 35
3	36 - 45
4	46+
5	Prefer not to respond

**SECTION B: GENERAL ISSUES FACING ETHIOPIA****B1. In general, would you say that Ethiopia is currently headed...(Please choose only ONE)**

1	In the right direction
2	In the wrong direction
3	Have no real opinion
4	Don't know

**B2. In general, Ethiopia is headed in the right direction in terms of sustaining economic recovery and promoting growth (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B3. In general, Ethiopia is headed in the right direction in terms of improving governance (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know



**SECTION B: GENERAL ISSUES FACING ETHIOPIA (CONT..)**

**B4. In general, Ethiopia is headed in the right direction in terms of delivering better public services to the poor (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B5. In general, Ethiopia is headed in the right direction in terms of reducing corruption (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B6. In general, Ethiopia is headed in the right direction in terms of ensuring that all children have access to education (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B7. In general, Ethiopia is headed in the right direction in terms of ensuring adequate and productive infrastructure (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B8. In general, Ethiopia is headed in the right direction in terms of ensuring access to clean water (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B9. In general, Ethiopia is headed in the right direction in terms of reducing gender disparities (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**SECTION B: GENERAL ISSUES FACING ETHIOPIA (CONT..)**

**B10. In general, Ethiopia is headed in the right direction in terms of increasing voice and participation of the citizens of Ethiopia (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B11. In general, Ethiopia is headed in the right direction in terms of responsive leadership (Asked on a scale of 1-4, 1 meaning Strongly disagree, 4 meaning Strongly agree.)**

1	2	3	4	<input type="checkbox"/>
Strongly disagree			Strongly agree	Don't Know

**B12. In general, over the past five years would you say that your economic status/standard of living has.. (Please choose only ONE)**

1	Improved
2	Worsened
3	Stayed the same

**B13. In general, over the next five years do you expect the standard of living in Ethiopia.. (Please choose only ONE)**

1	To improve
2	To worsen
3	Stay the same
4	Don't have an opinion
5	Don't know

**B14. Over the next five years do you expect your own economic status/standard of living to.. (Please choose only ONE)**

1	Improve
2	Worsen
3	Stay the same

**SECTION B: GENERAL ISSUES FACING ETHIOPIA (CONT..)**

<b>B15. Listed below are a number of development priorities in Ethiopia.</b>			
<b>Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority.</b>		<b>Most Important Development priority (Choose only ONE)</b>	<b>Second Most Important Development priority (Choose only ONE)</b>
1	Government effectiveness/improving governance	<input type="checkbox"/>	<input type="checkbox"/>
2	HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Reducing corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Promote policies to stimulate foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>
6	Promote policies to stimulate domestic private investment	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to education	<input type="checkbox"/>	<input type="checkbox"/>
8	Increasing access to health services	<input type="checkbox"/>	<input type="checkbox"/>
9	Reducing poverty	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving the effectiveness of law and justice system	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving environmental quality	<input type="checkbox"/>	<input type="checkbox"/>
13	Protecting natural resources	<input type="checkbox"/>	<input type="checkbox"/>
14	Increasing employment/ income generating opportunities	<input type="checkbox"/>	<input type="checkbox"/>
15	Enhancing the opportunity for private sector growth/investment	<input type="checkbox"/>	<input type="checkbox"/>
16	Agriculture development	<input type="checkbox"/>	<input type="checkbox"/>
17	Strengthening regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>
18	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
19	Climate change	<input type="checkbox"/>	<input type="checkbox"/>
20	Food security	<input type="checkbox"/>	<input type="checkbox"/>
21	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: GENERAL ISSUES FACING ETHIOPIA (CONT..)**

**B16. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Ethiopia? (Choose no more than TWO)**

1	Government effectiveness/increasing governance
2	HIV/AIDS and other communicable diseases
3	Economic growth
4	Reducing corruption
5	Promote policies to stimulate foreign direct investment
6	Promote policies to stimulate domestic private investment
7	Increasing access to education
8	Increasing access to health services
9	Reducing poverty
10	Improving the effectiveness of law and justice system
11	Improving basic infrastructure
12	Improving environmental quality
13	Protecting natural resources
14	Increasing employment/ income generating opportunities
15	Enhancing the opportunity for private sector growth/investment
16	Agriculture development
17	Strengthening regulatory framework
18	Improving trade and exports
19	Climate change
20	Food security
21	Other (please specify): _____

**B17. Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in Ethiopia? (Choose no more than TWO)**

1	Increasing agricultural productivity
2	Reducing corruption
3	Government effectiveness/increasing governance
4	Promoting policies to stimulate domestic private investment
5	Enhancing the opportunity for private sector growth/investment
6	Improving access to and/or quality of education
7	Improving access to and/or quality of health care
8	Strengthening the regulatory framework
9	Enhancing the environment for increased foreign direct investment
10	Improving trade and exports
11	Other (please specify): _____

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>C1. To what extent does the World Bank meet Ethiopia's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, meaning "to no degree at all", 10 meaning "to a very Significant degree." 1</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
to no degree at all									to a very Significant degree	Don't Know

<b>C2. Based on your observations of the World Bank in Ethiopia...</b>		
<b>Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than THREE)</b>		
		Where would it be most productive for the Bank to focus most of its resources? (Choose no more than THREE)
1	Improving trade and exports	<input type="checkbox"/>
2	Reducing poverty	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>
4	Climate change	<input type="checkbox"/>
5	Agriculture development	<input type="checkbox"/>
6	Increasing access to education	<input type="checkbox"/>
7	Food security	<input type="checkbox"/>
8	Promoting policies to stimulate foreign direct investment	<input type="checkbox"/>
9	Improving the effectiveness of law and justice system	<input type="checkbox"/>
10	Promoting policies to stimulate domestic private sector growth/investment	<input type="checkbox"/>
11	Improving environmental quality	<input type="checkbox"/>
12	Increasing access to health services	<input type="checkbox"/>
13	Increasing employment/ income generating opportunities in private sector	<input type="checkbox"/>
14	Protecting natural resources	<input type="checkbox"/>
15	Reducing corruption	<input type="checkbox"/>
16	Strengthening regulatory framework	<input type="checkbox"/>
17	HIV/AIDS and other communicable diseases	<input type="checkbox"/>
18	Government effectiveness/governance	<input type="checkbox"/>
19	Improving basic infrastructure	<input type="checkbox"/>
20	Other (please specify): _____	<input type="checkbox"/>

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)****C3. In your opinion, what should be the level of involvement of the World Bank in Ethiopia's development strategies?**

1	The Bank should be more involved
2	The Bank is currently involved at an optimum level
3	The Bank should be less involved
4	The Bank shouldn't be involved at all
5	Don't know

**C4. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to Ethiopia? What is the "second greatest" value?**

	Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1 The Bank's knowledge (studies and analyses)	<input type="checkbox"/>	<input type="checkbox"/>
2 Technical advice	<input type="checkbox"/>	<input type="checkbox"/>
3 Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
4 Lending when others won't	<input type="checkbox"/>	<input type="checkbox"/>
5 Donor coordination and convenor	<input type="checkbox"/>	<input type="checkbox"/>
6 Ability to mobilize resources (from private sector, government, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
7 Ability to build implementation capacity	<input type="checkbox"/>	<input type="checkbox"/>
8 Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9 Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**C5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Ethiopia? (Choose no more than TWO)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Does not push Government hard enough on reforms needed for poverty reduction and private sector growth
4	Too bureaucratic in its operational policies and procedures
5	Not client focused
6	Staff too inaccessible
7	Is arrogant in its approach
8	Not willing to honestly criticize politics and reform efforts in the country
9	Too influenced by the US
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Inadequately aligned with country priorities
13	Other (please specify): _____

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**

**C6. To what extent do you believe the World Bank encourages the Government of Ethiopia to support and see through the reform that is necessary for poverty reduction and private sector growth on a scale of 1-10, 1 meaning to "no degree at all", 10 meaning "to a very high degree".**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
to no degree at all									to a very high degree	Don't Know

**C7. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Ethiopia? (Choose no more than TWO)**

1	Education
2	Health
3	Social protection
4	Transport
5	Poverty
6	Governance
7	Anti-corruption
8	Enhanced business environment for private sector development
9	Energy
10	Agricultural development
11	Water and sanitation
12	Monitoring and evaluation
13	Public expenditure
14	Public sector performance
15	Labor markets/job creation
16	Financial markets
17	Urban/metropolitan development
18	Environmental sustainability/ natural resources management
19	Improving equality of opportunity
20	Rural development
21	Food security
22	Climate change
23	Other (please specify): _____

**C8. Which of the following statements best represents how the Bank should work in Ethiopia? (Choose only ONE)**

1	The Bank should work primarily with the government of Ethiopia to advance the country's development program
2	The Bank should work in partnership with a broad range of stakeholders to advance the country's development program

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**

**C9. Which of the following statements best represents how the Bank does work in Ethiopia? (Choose only ONE)**

1	The Bank works primarily with the government of Ethiopia to advance the country's development program
2	The Bank works in partnership with a broad range of stakeholders to advance the country's development program

**C10. In addition to the regular relations with the national Government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Parliament
8	Media
9	Academia and think tanks
10	Other (please specify): _____

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Ethiopia.**

		Strongly Disagree											Strongly Agree	Don't Know
		1	2	3	4	5	6	7	8	9	10			
C11.	Overall the Bank currently plays a relevant role in development in Ethiopia	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C12.	The Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C13.	The World Bank supports programs and strategies that are realistic and sustainable for Ethiopia	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C14.	The World Bank treats clients and stakeholders in Ethiopia with respect	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C15.	The World Bank collaborates well with other donors here	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C16.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C17.	The Bank is an effective catalyst for discussion on critical issues related to poverty and growth.	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C18.	The World Bank's work promotes country ownership of development strategies	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C19.	The Bank's work promotes the empowerment of Ethiopian citizens to participate in development	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C20.	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C21.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>



## SECTION D: THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in Ethiopia. Second, effectiveness, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in Ethiopia.

		Level of Importance										Level of Effectiveness											
		Not important at all 1 2 3 4 5 6 7 8 9 10 Very important Don't know										Not effective at all 1 2 3 4 5 6 7 8 9 10 Very effective Don't know											
D1.	Helping to reduce poverty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2.	Helping to bring about economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3.	Encouraging greater transparency in governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4.	Helping to strengthen the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5.	Helping to strengthen the financial system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6.	Helping to strengthen the regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7.	Helping to strengthen the judicial system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8.	Helping to strengthen the public sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9.	Helping to strengthen the education sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10.	Helping to strengthen the health sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11.	Safeguarding against corruption in projects/ programs that it funds with its procurement rules	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12.	Helping to integrate Ethiopia into the global economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13.	Ensuring that attention is paid to the environmental impact (the physical environment – land, water, air) of Bank supported programs and strategies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14.	Ensuring that attention is paid to gender disparities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15.	Helping to strengthen agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16.	Helping to strengthen infrastructure development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D17.	Helping to strengthen environment and natural resources management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D18.	Helping to strengthen the social protection sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D19.	Helping to improve the quality of life in urban areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D20.	Helping to reduce corruption in the country with its advice and support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D21.	Helping to empower communities to participate in their own development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D22.	Helping Ethiopia adapt to/avert risk of climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/ activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.

		Not effective at all										Very effective	Don't Know
		1	2	3	4	5	6	7	8	9	10		
E1.	Technical competence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E2.	Producing knowledge and research (studies, analyses) that are useful	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E3.	Making the results of studies and analyses readily available	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E4.	Sharing knowledge about international best practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E5.	Ability to adapt its knowledge to your country's needs	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6.	Ensuring its staff is accessible	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7.	Providing sound policy and economic advice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8.	Straightforwardness in its dealings with you	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9.	Maintaining consistent messages	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E10.	Promoting the inclusion of local communities (beneficiaries) in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E11.	Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E12.	Promoting the inclusion of local project experts in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E13.	Promoting the inclusion of private sector in the development of strategies	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E14.	Giving appropriate priority to poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E15.	Lending in a way that promotes effective development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION F: PROJECT/PROGRAM RELATED ISSUES

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

		Strongly Disagree										Strongly Agree	Don't Know
		1	2	3	4	5	6	7	8	9	10		
F1.	The Bank is flexible in terms of adjusting to changing circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F2.	The Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F3.	The Bank works efficiently	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F4.	The Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F5.	The Bank helps to build capacity at the community level	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F6.	The Bank helps to build capacity of government officials	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F7.	The Bank and partners in government collaborate well together on Bank supported programs and projects in Ethiopia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F8.	The Bank helps to strengthen institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F9.	The Government supports and takes responsibility for development efforts in Ethiopia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
F10.	The Bank's procurement requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN ETHIOPIA

**G1. How significant a role do you believe the World Bank should play in Ethiopia's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't Know

**G2. Which one of the following should the World Bank do to make itself of greater value in Ethiopia? (Choose only ONE)**

1	Improve the quality of its experts as related to Ethiopia's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advice and advocacy issues
4	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Other (please specify): _____

**G3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose only ONE)**

1	The World Bank works inefficiently/too slowly
2	Government works inefficiently/too slowly
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	Lack of/inadequate levels of capacity in government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Other (please specify): _____

**SECTION H: COMMUNICATION AND OUTREACH****H1. Where do you get most of your information about economic and social development issues in Ethiopia? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Other (please specify): _____

**H2. Where do you get most of your information about the World Bank's development activities in Ethiopia? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Blogs
9	Internet
10	World Bank Development Information Corners (i.e., at university libraries, the National Archives and Library and CCRDA)
11	World Bank conferences, seminars, workshops
12	World Bank publications, materials
13	World Bank website
14	World Bank Public Information Center (PIC)
15	Direct contact/interaction with World Bank staff
16	Other (please specify): _____

**SECTION H: COMMUNICATION AND OUTREACH (CONT..)****H3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)**

1	World Bank website
2	Face to face meetings/discussions
3	e-newsletters
4	Workshops/conferences
5	Mobile phones
6	Social media (facebook, twitter, youtube)
7	Blogs
8	Others (please specify): _____

**H4. Do you have access to the internet?**

1	Yes
2	No

**H5. I use/have used the World Bank website:**

1	Yes
2	No

**H6. I primarily use:**

1	The World Bank's country website ( <a href="http://www.worldbank.org/ethiopia">www.worldbank.org/ethiopia</a> )
2	The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

**H7. I use/have used the World Bank's Public Information Centers (PICs) in Ethiopia:**

1	Yes
2	No
3	I don't know what PIC is

**H8. I use/have used the World Bank Development Information Corners in Ethiopia:**

1	Yes
2	No
3	I don't know what World Bank Development Information Corner is

## SECTION H: COMMUNICATION AND OUTREACH (CONT..)

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

		Strongly Disagree								Strongly Agree		Don't Know
H9.	The World Bank's PIC is a valuable source of information related to development in Ethiopia. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H10.	The World Bank's Development Information Corner is a valuable source of information related to development in Ethiopia. <i>(Only answer if you have used the World Bank Development Information Corner)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H11.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H12.	I find the information on the Bank's websites useful. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H13.	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H14.	The Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**Thank you for completing the survey!**